

Shivkumar Vishwakarma

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Career Objective

Detail-driven IT Security and Infrastructure Specialist with strong expertise in vulnerability management, audit compliance (ISO, SOC, PCI), and endpoint hardening. Skilled in using Qualys, SCCM, and WSUS for security enforcement and patch deployment. Proven ability to coordinate with global teams and auditors like Deloitte and SISA to maintain secure, compliant, and efficient IT environments. Demonstrated ability to maintain 100% compliance through vulnerability remediation, Qualys-based risk assessments, and structured patch management practices.

Skills

- **Cloud Platforms:** AWS (EC2, S3, VPC, IAM, ELB, ASG, RDS, Lambda, CloudFormation, CloudWatch, EKS, ECS, SNS, SQS, Route 53)
- **Cyber Security / Information Security / Incident Management / IT Infrastructure**
- Experience with PowerShell or Python scripting for automation.
- **CI/CD Tools:** Jenkins, GitHub Actions CI/CD
- **Automation Infrastructure as Code:** Terraform, CloudFormation, Ansible
- **Containerization & Orchestration:** Docker, Kubernetes.
- **Scripting:** Shell Scripting, Python, Groovy (CI job automation).



Feb 2016 – till date

Aug 2014 – Feb 2016

Oct 2009 – Dec 2013

Experience

TECHNOLOGY SPECIALIST | COGNIZANT TECHNOLOGY SOLUTION | FEB 2016 – TILL DATE

- Experience supporting or maintaining SOC 2 controls and evidence collection.
- Experience in Penetration testing using Kali Linux.
- Proficiency with identity and access management concepts and tools.
- Hands-on experience with incident response, log analysis, and endpoint protection platforms.
- Working knowledge of SIEM tools (**ExaBeam, IBM QRadar, Splunk**), vulnerability management (**Qualys, Tenable Nessus**),
- Excellent analytical, documentation, and communication skills.
- **EDR (Microsoft Defender, CrowdStrike)** Real-time endpoint monitoring, Threat hunting, Behavioral analysis, Isolation & remediation.
- Authentication & Authorization, Privileged Access Management (PAM), MFA, SSO, Role-based access control (RBAC).
- Vulnerability remediation referring Qualys scan and risk assessment report.

- Working on change requests and Incidents using SNOW Ticketing tool.
- Handling multiple projects for their Security concerns and IT operations along with Audits like ISO, SOC 2 and PCI Audit
- Vendor management, Worked with Auditors like **Deloitte** and **SISA**.

SR. ASSOCIATE TECHNICAL SUPPORT L2 | TECH MAHINDRA | AUG 2014 – FEB 2016

- Handling VM Servers like Active Directory, DLP Forcepoint filtering Server, Linux, SCCM, Linux Proxy Server, Network setup.
- Managing Rack Servers present in Manila, Poland, Budapest remotely.
- Managing multiple Servers like DELL, HP, firmware update iDRAC and iLO Support and Datacenter support.
- Oversaw Dell & HP rack servers including firmware upgrades, iDRAC/iLO console, ESXi host installation, vendor coordination, and datacenter operations.
- Windows and Linux Server patching.
- Performed domain controller upgrades from Windows Server 2012 R2 to 2019, ensuring zero downtime and seamless replication.
- Endpoints patching using SCCM WSUS Server, Installing customized OS meets project requirements on Endpoints.
- Working on Non-Compliant Endpoints ensuring 100% of Compliance for the projects.
- Monthly connect with different Stakeholders and clients to ensure a smooth operation in terms of Network and security policies.
- VM Server Backup, Annual data center Shutdown and maintenance operations for international client environments.
- Delivered VMware ESXi deployments (6.7 & 7.0), VM lifecycle management, snapshots, and multi-location project environments with AD, SCCM, DHCP, and Proxy integration.
- Created and maintained Knowledge Base articles in ServiceNow, improving resolution time and knowledge sharing.
- Provided L2 technical support for Volvo global users (US, EU, APAC regions), ensuring SLA compliance and issue resolution.

TEAM LEAD (EUCS) | VDA INFO SOLUTIONS PVT LTD | OCT 2009 – DEC 2013

- Tower Lead for Pune location – For all End user and project handling.
- Acted as Tower Lead for Pune location, managing team & client projects (HSBC, NASDAQ, BNYM, etc.).
- Oversaw project implementation of servers, AD, and virtualization environments.
- Conducted client communication, project scheduling, and status reporting.
- Awarded **Best Team Lead** for outstanding leadership and project delivery.

Trainings Completed

- CCNA (Certified)
- Azure 104 (Certified)

Education

- B. Com (2009)

Achievements

- Awarded *Best Team Lead* for managing enterprise IT support projects.
- Recognized as *Best Project Support Engineer* for timely client delivery.
- Appreciation for Handling multiple *SOC* and *PCI Audit*.