

Bhart Verma

Summary

As a tech-savvy professional with a passion for cybersecurity, I bring hands-on IT expertise and extensive experience in providing top-notch technical support to deliver effective assistance, resolving complex issues and driving business success.

Employment History

Technical Support Specialist, Redblink Technologies, Mohali

10/2016 - 12/2024

Malware Investigation

- Investigated suspicious files on WordPress sites using security plugins like Wordfence, Quttera, Sucuri, and VirusTotal to ensure the security and integrity of web applications.
- Identified and mitigated web application security vulnerabilities to protect against evolving threats.

Sandbox Utilization for Threat Analysis

- Leveraged sandbox environments such as VirusTotal and Hybrid-Analysis to scan and analyze attachments for potential malware threats, improving risk mitigation.

Vulnerability Assessment

- Executed vulnerability scans using OpenVAS and Nessus to identify potential weaknesses in network systems and applications, enhancing overall security posture.

Reporting and Remediation

- Analyzed scan results and created detailed reports outlining vulnerabilities, assessing impacts, and recommending effective remediation strategies.

Technical Support and Client Communication

- Provided software application support, resolving issues via Zendesk and customer interactions, ensuring smooth client experiences.
- Delivered technical support through email and chat, demonstrating expertise in Windows operations, website security scanning, and software testing.

Project Coordination

- Coordinated with development teams to ensure successful project completion.
- Demonstrated expertise in task management by utilizing Wrike and Monday.com to prioritize and track tasks, ensuring efficient completion of projects.

Data Management

- Uploaded PDF documents to AWS S3 to manage website resources, ensuring secure access and proper storage of sensitive files.

Chargeback Dispute Mitigation

- Mitigated chargeback disputes with Payment Processors by preparing comprehensive, evidence-based documentation, effectively justifying transactions and resolving discrepancies.



Personal Details

Mohali, Punjab,
9815959491
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Education

Bachelor of Computer
Applications (2007 -2010)

Internships

Cybersecurity Intern,
Center for Cyber Security
Studies & Research

07/2024 - 10/2024

Certifications

CompTia A+, Security+
CEHv13 (Currently Pursuing)
Jr Penetration Tester, THM
SOC Analyst, LetsDefend
Certified in Cybersecurity, ISC2
AWS Certified AI & Cloud
Practitioner

Skills



TINXSYS Support Engineer L2, Vayam Info Solutions Pvt Ltd, Panchkula

04/2015 - 08/2016

Data and Server Management

- Streamlined data migration to TINXSYS Server, ensuring seamless transitions and data integrity.
- Coordinated data management across multiple TINXSYS Servers, ensuring smooth data flow and accessibility, and minimizing discrepancies.

Server Performance and Stability

- Developed and maintained daily server checklists to optimize server performance, uptime, and stability.

End-User Support and Ticket Management

- Provided exceptional end-user support for TINXSYS queries, delivering timely solutions to enhance user satisfaction.
- Logged and resolved tickets using the Zendesk ticketing system, maintaining accurate records and ensuring prompt issue resolution.

IT Asset Management and Maintenance

- Managed and maintained over 500 endpoints, including desktops, laptops, and printers, to ensure optimal performance and minimal downtime.
- Ensured maintenance and upkeep of IT assets such as VOIP systems, routers, switches, modems, UPS, desktops, and servers.

Network and Device Management

- Managed network printers, scanners, and multifunctional devices to ensure optimal performance and availability.

Hardware & Software Engineer, Comvia Computers, Ludhiana

09/2010 - 05/2014

Hardware and System Management

- Demonstrated expertise in computer assembly, disassembly, troubleshooting, and managing hardware/software installations for desktops, laptops, printers, and scanners, ensuring optimal performance and minimal downtime.
- Managed seamless hardware/software installations and replacements, maintaining uninterrupted operations.

Data Management and Recovery

- Utilized advanced data recovery techniques across FAT, NTFS, EXT, and HFS file systems to prevent data loss and minimize disruptions.
- Configured and managed email clients (Outlook, Lotus), conducted data backups, and executed migrations.

End-User Support and Ticket Management

- Provided on-site and remote support for over 200 users across 5 client locations, ensuring timely resolutions and high customer satisfaction.
- Logged and resolved tickets using Zendesk, maintaining accurate records and ensuring prompt issue resolution.

Application and OS Management

- Troubleshoot and resolved complex software and hardware issues efficiently.
- Installed, updated, and managed OS installations for Windows (95, 98, 2000, NT, XP, 7, 8.1) and various Linux distributions, ensuring smooth transitions and optimized performance.

Asset and System Security Management

- Managed over 550 assets across 5 client locations, including desktops, laptops, printers, servers, routers, and switches.
- Installed and updated WSUS patches and Symantec software, enhancing system security and performance.

Application & Tools

Frameworks

- NIST
- OWASP
- MITRE ATT&CK
- Cyber Kill Chain

Platforms

- MISIP
- The Hive
- Open CTI

SIEM Tools

- Splunk
- Wazuh
- ELK Stack

Network Tools

- Snort
- Nmap
- Wireshark
- NetworkMiner

Forensic Tools

- Autopsy
- Redline
- Kape

Pentesting Tools

- Metasploit
- BurpSuite
- Owasp Zap

Vulnerability Scans

- OpenVAS
- Nessus