


Chetan Dhamija

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A result oriented dynamic and adaptable professional with over 16yrs of post qualification, Proven track record of developing and implementing effective security strategies, managing security personnel, and ensuring timely detection and resolution of security incidents. Expertise in areas such as enterprise Security and Risk management, Cyber emerging technology, Cyber security Business Operations, Program Management, Strategic Account Management and People leadership

Professional Summary

- Delivered IT services for Consulting, Service Delivery & People Leadership
 - Result oriented and leader with proven ability in driving results to the benefit of clients.
 - Evaluate new tools and technologies and incorporating to existing environment.
 - Manage multiple clients to perform vulnerability assessment and Penetration test of their environment and support them to remediate identified vulnerabilities.
 - Preparation of Policy documents, Checklist, Standard templates covering various aspects Validating and reviewing of hardening documents, SOP, access control, rules and polices.
 - Review and oversee Various security reports of key security controls, identify anomalies, and escalate to critical security events to stake holders.
 - Conducting the Infosec, Steering Committee meeting and Change Advisory board meeting.
 - Conduct independent assessment of ISO 27001:2013 controls operating effectiveness across organization.
 - Hands on expertise to take ownership of internal & external audits of an organization.
 - Designed the global service Desk providing round the clock IT services for handling services related issues, escalation, SLA adherence, monitoring 24*7 infra services, Inventory management, AMCs.
 - Stake holder management for achieving Business vision by enabling organization IT Services.
 - Lead Cyber risk assessment project to minimize the Cyber Risk, by identifying various Cyber Risk and provided its mitigation by proposing required solutions and Cyber Insurance.
 - Achieving highest level of customer satisfaction, delivering cost effective IT services.
 - Demonstrated on creating a cybersecurity Strategy and road map to achieve client's business objective by thought leadership.
 - Successfully achieved milestones in rapidly transitioning and growing business service operations and the technical delivery of established Technologies.
 - Influenced decision making at senior leadership and CxOs level.
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Core Competencies

- Program Management
- Information Security
- IT Service Management
- Team Management
- Issue Resolution/Problem Management
- Stakeholder Management

- Vendor Management
 - Design & Implementation
 - Risk Assessment & Treatment
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Experience

Aug 2022- Till Date

PS Manager – Publicis Sapient

- Responsible for managing incidents round the clock.
- Ensure SLA Compliance as per the contract defined between organization & Client.
- Key Stakeholder for resolution of incidents for client
- Regular interaction with client to share the security health check status for all security solution running across the infra.
- Publish the risk assessment report to client & share the roadmap, mitigation plan to close the open risks.
- Resource allocation, define the roster & path for enhancing the skill set of existing resources.
- Responsible for defining the security strategies for the client to ensure no/minimal loss to business operations due to security threats.

2012 – April 2022

Lead – Information Security Architect Trident Group

- Responsible for solution designing, planning, and proposing the cost effective yet robust solution pertaining to latest Cyber Security threats.
- Lead Various Cyber security initiatives and executed them in timely manner such as perimeter security, Data center/ Endpoint security and Industrial security solutions.
- Performed security configuration review and identified gaps against security baselines based upon NIST framework and leading industry best practices.
 - Provided technical recommendations to mitigate those identified risk by introducing new process and technologies.
- Supported CTPAT Audit which is extremely critical for organizations relying on export business to minimize the Terror attacks.
- Accountable for ISO 27001 Compliance Audit requirements.
- Working closely with the Top Management to bridge the gap between technology and business.
- Created the mobile security strategy and executed the project of deploying the solution to achieve the organization vision of protecting the company information from unauthorized access.
- Key individual responsible for IT Budgeting, Cost Management, Strategic Initiatives, Decision Making, Vendor Management, required to design IT security strategy in alignment with business vision.
- Reviewed the enterprise-wide ERP solution (consisting of various modules) to validate the business functionality from Security points of view.

MAY 2011 – APRIL 2012

Information Security Specialist/IBM India Pvt LTD, Pune, Maharashtra

Consulting Assignment:

- Responsible for performing Security operation center assessments for Leading Telecommunication service provider of India.
- Accountable for keeping track of Priority 1 Incidents and ensuring its RCA is done appropriately.
- Addressing the key issues by Leading the Scrum call to make the progress on the business-critical task.
- Responsible for leading various activities including training, emailer, quiz, and open house session resulting into Cyber Awareness among all associates.

Enterprise Vulnerability Management:

- Lead the Vulnerability management function for Vodafone Account:
 - Efficiently provided day to day operational support for the Vulnerability Management process, identified non recognized devices by running e-discovery scan.
 - Understanding client's business requirement and implementing those required changes in the tool to minimize the impact on the business.
 - Responsible for addressing the queries raised by various IT teams with regards to identified vulnerabilities and its patching mechanism.
 - Ensuring the identified vulnerabilities are patched properly and on time.

Managed Security Services:

- Implemented & Administered Dell SONICWALL Firewall.
- Configured and Managed the VPN i.e. Site-2-Site and Remote Access.
- Handled & monitored various security devices remotely to stay vigilant regarding Suspicious Activity, Viruses, Worms and Trojans infections found on customer networks.
- Documented the technical details of suspected network incidents to support incident response and reporting requirements.
- Detected & Reported Phishing Emails/Websites using Email Security solution and Internet Security solution
- Prepared HIDS, NIDS & Firewall Reports (Both manually & automatically).
- Managed backups of security devices.
- Prepared the Monthly Analysis Report (MAR) after analyzing the customer network for attacks and intrusion after segregation of false positives from the vast numbers of events detected by various devices.
- Handled Ticket management, Incident management and Change management.

FEB 2007 – APRIL 2011

Lead Information Technology Services/Abhishek LTD, Ludhiana, Punjab

- Data Center Management activities.
- IT Asset Management: Maintaining updated documentation for current hardware and software configurations, and for proposed future installations & modifications to the current environment.
- SLA Management: Developing and negotiating with vendors for timely supply of computer peripherals and hardware devices to facilitate smooth project activities, ensuring compliance with

SLA.

- Management and Administration Windows Domain Controllers, Active Directory Management and Troubleshooting, Deployment of Desktop Security Policy using Windows Active Directory.
- Managing Local Area Network (LAN) & Wide Area Network (WAN) managing Users Internet Access using Content Management Software like Web sense
- Service Desk Solution: Management and Coordination with support desk staff to facilitate timely resolution of IT Service desk related issues. Supervise the resolution of queries regarding the Information System / Software & extending onsite support to the clients including maintenance of hardware/software support.
- Proficient in handling system administration, involving IIS Administration and Windows Active Directory Services, Group Policy Deployment and Anti-Virus and Patch Management Server Administration
- Supervising the installation, configuration & maintenance of servers, workstations, printers, network services and peripherals on multiple platforms
- Managing the large infrastructure spread across 8 locations taking into consideration Facility Management, Server Sizing, Internal Customer Management, SLA Management and Vendor Relationship Management

Personal Abilities & Potential

- Ability to work both independently and as a team member.
- Fluent written and verbal communication in English
- Strong organizational and time management skills
- Ability to work independently to meet tight deadlines.
- Ability to handle multiple concurrent tasks.
- Competent analytical and judgment skills
- Strong customer service orientation
- Strong analytical, communication and interpersonal skills
- Ability to work with minimal supervision in high pressure situations.
- Highly motivated to produce quality results.

Education, Training and Certification

- Bachelor of Computer Application, Punjab University, Arya College, Ludhiana
- AWS Security specialty certified.
- Azure Administrator Certified.
- ITIL V3.0 Foundation Certified.
- ISO/IEC 27001:2005
- Nessus Tenable.IO cloud certificated.
- Microsoft Certified Professional System Engineer
- Microsoft Certified System Administrator
- Microsoft Certified Professional
- Business continuity Management