

ANOOP KUMAR

Cyber Security Researcher | IT Support Specialist

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ABOUT ME

I leverage expansive technical expertise, meticulous troubleshooting proficiency, and strong interpersonal skills to provide cutting edge IT support. My passion is utilizing my robust knowledge to swiftly diagnose perplexing technical glitches, prescribe prompt solutions, and optimize organizational productivity as an indispensable technological resource.

PROFESSIONAL EXPERIENCE

2017 - 2022

PHOTO ELITE STUDIO, IT Support Technician

- Provide technical assistance and support for computer systems, hardware, and software applications.
- Install, configure, maintain, and upgrade computer hardware and software systems.
- Test new software upgrades, patches, and other IT projects prior to rollout.
- Recommend and implement new solutions to improve IT operations and efficiency.
- Conducted computer training for all new employees.

2012 - 2017

QUALITY HOMES, IT Support Technician

- Provide technical assistance and support for computer systems, hardware, and software applications.
- Troubleshoot problems reported by end users and diagnose to identify solutions.
- Set up and configure new workstations, laptops, phones, printers, and other peripherals.
- Back up critical systems and data to ensure continuity of operations.
- Monitor systems performance metrics and troubleshoot issues proactively.

2010 - 2012

NANOSOFT, IT Support Technician

- Provided computer help desk support and technical training on hardware/software to end-users.
- Performed tests and evaluations on new software and hardware.
- Adhere to and enforce IT security protocols and policies.
- Assisted in designing and configuring small office network infrastructures.

EDUCATION

2009

Computer Operator and Programming Assistant,
National Council for Vocational Training (ITI)

2008

Higher Secondary - Plus Two Science,
Board of Higher Secondary Examination Govt. of Kerala

2006

Secondary School Leaving Certificate - SSLC,
General Education Department Govt. of Kerala

2010

Bachelor of Computer Applications (BCA), University of Kerala
Not completed

CERTIFICATES

Black Hat C++: C++ For Pentesters [↗](#)

EC-Council

Digital Forensics Essentials [↗](#)

EC-Council

Network Defense Essentials [↗](#)

EC-Council

Ethical Hacker [↗](#)

Cisco Networking Academy

Endpoint Security [↗](#)

Cisco Networking Academy

Introduction to Cybersecurity [↗](#)

Cisco Networking Academy

Computer Hardware and Networking

Nanosoft

Computer Hardware Basics [↗](#)

Cisco Networking Academy

Networking Devices and Initial Configuration [↗](#)

Cisco Networking Academy

Foundation of Emerging Technologies

Dubai Future Foundation

Developing Applications with Cloud Run on Google Cloud: Fundamentals [↗](#)

Google

Android Bug Bounty Hunting: Hunt Like a Rat [↗](#)

EC-Council

Hands-on Penetration Testing with Netcat [↗](#)

EC-Council

Deep Web and Cybersecurity [↗](#)

EC-Council

SQL Injection Attacks [↗](#)

EC-Council

Ethical Hacking Essentials [↗](#)

EC-Council

Junior Cybersecurity Analyst Career Path [↗](#)

Cisco Networking Academy

Foundations of Cybersecurity [↗](#)

Google

Cyber Threat Management [↗](#)

Cisco Networking Academy

Microsoft Certified Professional (ID: 7236143)

[↗](#)

Microsoft

Network Addressing and Basic Troubleshooting [↗](#)

Cisco Networking Academy

Networking Basics [↗](#)

Cisco Networking Academy

Python 101 for Data Science [↗](#)

IBM

Multimedia and Web Designing

Nanosoft

Developing Applications with Cloud Run on Google Cloud: Fundamentals [↗](#)

Google

Hands-on Penetration Testing with BlackArch

Linux [↗](#)

EC-Council

Applied Live Forensics [↗](#)

EC-Council

SKILLS

Technical

*Proficient in Windows, Mac and Linux operating systems,
Training skills for new software and technologies,
Ability to monitor systems health and performance,
Troubleshooting.*

Development

*HTML, Hugo, Jekyll.
C, C++, Python
Fundamental knowledge of building Android Apps,
Custom Kernel and Custom ROM.*

Miscellaneous

*Adobe Creative Cloud,
MS Office,
Photo and video production.*