KHYATI **GAJJAR**

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Experienced IT professional in information systems security. Expert in client consultation, and technical studies, and delivering secure information systems solutions. Holds CompTIA Security+ certifications, specializing in information security. Committed to ongoing client support and detail-oriented in fast-paced environments. Excited to contribute technical expertise and security-focused solutions to your organization.

SKILLS

- **ACTIVE DIRECTORY**
- **SECURITY POLICY**
- **ENDPOINT SECURITY**
- **TCP /IP**
- **MOBILE DEVICE SECURITY**

- **WIRESHARK**
- **THREAT ANALYSIS**
- **PULSE SECURE VPN**
- **THREAT DETECTION**
- **SECURITY CONFIGURATION**

- **NESSUS**
- **IDS/ IPS**
- **ZSCALER**
- **PHISHING**
- **FIREWALLS**
- **SSL/ TLS**

- **NMAP**
- **BELKASOFT**
- **SECLORE**
- **DATA SECURITY**
- **HTTP/ HTTPS**
- **DNS/ DHCP**

EXPERIENCE

JANUARY-2024 - PRESENT
CC0-FIT ORDER INPUT OPERATOR, LIFELABS, CANADA

- Processed and maintained over 450+ data entries daily with attention to detail, ensuring 100% accuracy in all reports and documentation.

APRIL-2023 – JANUARY-2024
INFORMATION SECURITY ANALYST, BACANCY TECHNOLOGY, CANADA

- Provided continuous support to clients, addressing their technical needs, and ensuring the efficient operation of their IT infrastructure.
- Troubleshooting the issues reported by customers Service Level Agreements (SLA).
- Experienced for setup the devices as per company policies and requirements.
- Provided 3rd level IT support, including escalation support for IT Helpdesk, collaborated with other teams, and maintaining Service Level Agreements.
- Provided **ENDPOINT PROTECTION**, **REMOTE SUPPORT,** and end to end troubleshooting using the various software/ Devices and tools such as **VPN, ACTIVE DIRECTORY, DESKTOP COMPUTERS, WINDOWS SYSTEMS, MOBILE DEVICES, SERVERS,** or **MAC OS**.
- Resolved technical issues like installation of software, internet issue, VPN connectivity, server access, multi-factor authentication, file sharing permissions, new account creation, user account access, remote access, and permissions and managed the groups setup.
- Created and maintained technical documentation/ SOP for the end user easy reference.

SEPTEMBER-2020 – FEBRUARY-2023
ASSOCIATE CONSULTANT, SEQURETEK PVT. LTD, INDIA

- Facilitated client meetings to gather requirements, provide solutions, and achieve satisfaction.
- Delivered engaging presentations and training programs to clients or venders based on IT Standards and policies.
- Maintained strong relationships with clients, providing ongoing support to their software and network services and provided guidance to ensure their satisfaction and success.
- Managed Authentication system including Active Directory Server signing policies / pages for global Users, ensuring secure access and data protection.

- Administered Users management including Roles, realms rule creation /modification /deletion in admin portals of **PULSE SECURE VPN**, **SECLORE**, and **ZSCALER CLOUD BASED SECURITY**.
- Managed Access Type of **VPN**, such as WSAM or **TUNNEL MODE** (Split tunnel, Full tunnel).
- Provided **END-TO-END TROUBLESHOOTING** using various Technologies like **PULSE SECURE VPN, SECLORE**, and **ZSCALER**.
- Handled support Ticket Portals for **PULSE SECURE VPN, ZSCALER, SECLORE'S,** and Admin Portals, delivering Privilege Access to Client efficiently.
- Coordinated escalations and collaborated with internal/external teams, ensuring timely resolution of client issues, and maintaining Service Level Agreements (SLA).
- Maintained and troubleshoot networking products (e.g., Remote Access Security, VPN). Also, Generated Daily Health Check reports for the networking products.
- Delivered resolution plans for clients' system and network issues, utilizing in-depth knowledge of technologies and best practices.
- Handled incident tickets and problems until closure, effectively mitigated risks and minimized the impact on clients' operations.

FEBRUARY-2020 – AUGUST-2020
FORENSIC ANALYST, LAB SYSTEMS (I) PVT. LTD., INDIA

- Worked with various Cyber Forensic cases and various Law Enforcement Agencies using the below **Tools**:
- **Network Forensics:** Advance IP Scanner, Wireshark, Angry IP Scanner
- **Website Scan:** Web Archives, FOCA, HTTracker
- **System Imaging:** FTK, EnCase, Tableau-OpenText, Autopsy
- **Data Recovery:** Disk drill, Belkasoft, EnCase-OpenText, FTK

AUGUST-2019 – JANUARY-2020
CYBER CRIME INVESTIGATION, CID CRIME & RAILWAYS, INDIA

- Learned and trained on various forensics and crime investigation tools and methodologies such as MOBILedit Forensic Express, XRY, Hencom (MD-NEXT, MD-RED), and Dr. Fone.
- Learned the registered case files like Criminal cases, civil cases, and Fraud cases.

EDUCATION

AUGUST 2018 – JUNE 2020
MASTER OF TECHNOLOGY – CYBER SECURITY, RAKSHA SHAKTI UNIVERSITY, GHANDHINAGAR, INDIA

JULY 2014 - AUGUST 2017
BACHELOR OF INFORMATION TECHNOLOGY, GUJARAT TECHNOLOGICAL UNIVERSITY, AHMEDABAD, INDIA

JULY 2011 - MAY 2014
DIPLOMA IN INFORMATION TECHNOLOGY, GUJARAT TECHNOLOGICAL UNIVERSITY, AHMEDABAD, INDIA

CERTIFICATES

CERTIFIED COMPTIA SECURITY+	COMPTIA
CERTIFIED CYBER SIKSHA	MICROSOFT
ACCESSDATA CERTIFIED INVESTIGATOR	ACCESSDATA
OSFORENSICS TRIAGE CERTIFICATION	OSFORENSICS
CERTIFIED NETWORK SECURITY SPECIALIST	INTERNATIONAL CYBER SECURITY INSTITUTE
CERTIFIED SHORT COURSE: DIGITAL FORENSICS	CHARLES STURT UNIVERSITY
NSE1 & NSE2 NETWORK SECURITY ASSOCIATE	FORTINET