From,

Kaushal Kumar Singh

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31 October 2024

To,  
MasterCard   
Survey No, Golf Course, TOWER-A,

Wing 1,9th & 10th Floors Business Bay,

Yerawada, Pune, Maharashtra 411006

Dear Hiring Manager,

I am writing to express my interest in the Enterprise Operations Engineer II position at Mastercard. With a background in cybersecurity and recent hands-on experience in application support and endpoint security through my internship at Hitachi Systems India Pvt Ltd, I have developed the essential technical and situational management skills required for a role like this. My exposure to incident handling, alert monitoring, and change management processes in a 24x7 environment has prepared me well to deliver the high-quality support your team values.

During my internship, I was actively involved in monitoring application health, responding to incidents, and supporting the deployment of CrowdStrike Falcon across more than 1,400 endpoints. I managed various tasks such as firewall configuration, data transfer control through USB policy management, and the setup of IOA and IOC policies. These experiences gave me firsthand insight into how vigilant monitoring, efficient response, and streamlined processes ensure application availability and enhance security.

In addition to technical skills, I bring strong analytical and reporting abilities, demonstrated by my experience with data analysis to improve endpoint performance and reduce security alerts. I am also well-versed in using tools like Remedy for managing service requests and incidents, and I thrive in collaborative environments where teamwork and attention to detail are essential.

I am particularly drawn to Mastercard’s commitment to inclusive innovation and your dedication to creating safe, accessible transactions worldwide. I look forward to the chance to contribute to your mission by providing world-class support and continuous improvement efforts within your team.

Thank you for considering my application. I am eager to discuss how my experience and skills align with the goals of Mastercard’s .

Sincerely,

Kaushal Kumar Singh

KAUSHAL KUMAR SINGH

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https://github.com/Kaushal061123 https://www.linkedin.com/in/kaushalkumar-singh

Cybersecurity professional with hands-on experience in endpoint security, network configuration, and firewall management, including deploying CrowdStrike Falcon and working with Palo Alto firewalls. Skilled in incident response, USB policy management, and data analytics, with a strong academic background in cybersecurity. Currently pursuing an MCA in Cyber Security, An individual eager to leverage my technical skills and collaborative experience in a dynamic role to enhance organizational security and drive innovative solutions.

**EXPERIENCE**

**Hitachi Systems India Pvt Ltd (Internship)**. **June 2024- September 2024**

* Gained hands-on experience **with CrowdStrike Falcon**, including deployment, configuration for workstations, and managing **Firewalls**, **IOA and IOC policies**.
* Participated in a team project to deploy **CrowdStrike across 1400+ endpoints**, including configuration and optimisation of endpoint security.
* Assisted in incident response activities, supporting resolving security incidents and managing **host group configurations**.
* Implemented and managed **USB policies** to control data transfer and enhance endpoint security.

**SKILLS**

* **Security Skills**

Endpoint Security, Network Configuration & Management, Firewall & VPN, Troubleshooting, Malware Analysis, Intrusion Detection, Python Scripting, and Data Analytics, Vulnerability Analysis.

* **Soft Skills**

Leadership, Teamwork, Time Management, Attention to Detail, Problem-Solving.

* **Tools and Technologies**

CrowdStrike EDR, Palo Alto firewall, Linux, Shell (Bash), Wireshark, Metasploitable Framework.

**EDUCATION**

* **Master of Computer Applications- Cyber Security (M.C.A) Aug 2023 - Current** DY Patil International University, Pune
* **Bachelor of Computer Application (B.C.A) (8.99 FGPA) Jun 2020 - 2023**

Fr. Agnel College of Arts and Commerce, Pilar

**LICENSES & CERTIFICATIONS**

* [Junior Cybersecurity Analyst Career Path](https://www.credly.com/earner/earned/badge/7667b41f-5071-46ec-99d4-83dc59b0338d) April 2024

Issued by Cisco

* [Google Cybersecurity](https://www.coursera.org/account/accomplishments/professional-cert/YJTZPL8LPSEL) April 2024

Issued by Coursera

* [Ethical Hacker](https://www.credly.com/earner/earned/badge/45d91670-2371-43a3-8ddd-1d7e27e976ef) April 2024

Issued by Cisco

* Mastercard Cybersecurity Virtual Experience Program March 2024

Issued by Forage

* [Tata Cybersecurity Security Analyst Job Simulation](https://forage-uploads-prod.s3.amazonaws.com/completion-certificates/Tata/gmf3ypEXBj2wvfQWC_Tata%20Group_T9SgvJDrZX4P2ShnJ_1710944033917_completion_certificate.pdf) March 2024

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**PROJECTS**

**QR-Enabled Food Ordering System**

* Managed customer and food item information, ensuring data integrity and confidentiality.
* Implemented encryption for sensitive data to protect customer information and transaction details.
* Validated all fields to prevent unauthorized access and incorrect data entry, applying secure coding practices.
* Designed and enforced access control policies to restrict unauthorized access.
* Implemented multi-factor authentication (MFA) to enhance user authentication and secure system access.

**Web-Based Application Development using RFID Technology**

* Developed a web-based app with RFID tech for secure data transmission.
* Collaborated with teams to address security vulnerabilities.
* Implemented robust security measures and an intuitive UI in front-end design.

**AWARDS**

* **2nd place in a state-level** Intercollegiate web page designing competition.
* NCC- C Certificate.
* NCC-B Certificate.

**LANGUAGES**

English, Hindi, Marathi, Konkani

**EXTRACURRICULAR ACTIVITIES**

**NCC Volunteer**

* Active participant in NCC activities, including drills, camps, and community service.
* Demonstrated leadership, discipline, and teamwork.
* **Achieved B and C NCC Certificates** within NCC.

**Student Council Member**

* Elected by peers to collaborate on student-led initiatives.
* Addressed school issues affecting students.
* Organized school events and activities.
* Developed essential soft skills, including leadership, communication, and decision-making.

**HOBBIES**

Cycling, Photography, Tracking, Playing Chess.