

# PRANESH CHANDRASEKAR

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## SUMMARY

Cybersecurity analyst with a strong background in boundary protection, endpoint protection, and IT support. Skilled in providing infrastructure support for workstation readiness, authentication setup. Proven ability to troubleshoot technical issues, ensure compliance with security policies, and deliver seamless user experiences during enterprise-level software transitions. Strong communicator with a focus on documentation, user training, and operational efficiency.

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## WORK EXPERIENCE

### ISS Security Technology Operations L2 (WIPRO TECHNOLOGIES)

Mar 2023 - Aug 2024

- Collaborated closely with **internal teams and client stakeholders** to manage McAfee ePO, ENS, and Drive Encryption for over 150,000 endpoints and 20,000 servers. Ensured timely updates of engines and .DAT files through both ePO and manual methods, deployed agents via Jenkins jobs, and maintained compliance across all client machines and servers.
- Worked with clients to configure and maintain endpoint authentication and firewall policies on over 100,000 devices using Cisco ISE, including **upgrading more than 6,000 network switches** and managing WIPS configurations to support smooth WiFi authentication at branch locations.
- Coordinated with client teams** to enable and disable Microsoft Defender antivirus on workstations using Intune and PowerShell. Performed Full and Quick scans contributing to improved endpoint protection across the organization.
- Collaborated with clients and internal teams for user management tasks across security tools, troubleshooting Akamai traffic incidents and applying WAF policy changes to improve protection for externally facing services.

### ISS Security Technology Operations L1

June 2021 - Mar 2023

- Worked directly with clients to create and implement proxy policy changes, including IP/URL blocking and allowlists, based on specific organizational security needs. Analyzed browser logs to detect and proactively block potential threats at the proxy layer.
- Collaborated with vendors** and used Talos to categorize and re-categorize URLs, raising requests for accurate classification and enhanced security.
- Mitigated proxy-related issues using SIEM tools like Splunk SaaS, ensuring seamless access to essential domains and reducing internet accessibility disruptions.

### Wersec Inc (Internship)

- Assisted with **Outlook migration** and desktop configuration issues, including **Azure troubleshooting** to ensure seamless user onboarding and system integration.
- Documented technical issues** and resolutions while working with peer support teams, contributing to the continuous improvement of IT support processes.
- Performed log analysis** on antivirus installations, identifying configuration issues and implementing fixes on end-user desktops and servers to ensure smooth deployment.
- Assisted users in **installing Microsoft applications** via the Office 365 portal and verified successful installation and functionality.
- Supported organizational initiatives by contributing to **Wersec Inc's website blog content**, focusing on cybersecurity awareness and best practices.
- Assisted in endpoint security improvements by supporting **antivirus migration projects** and strengthening overall system protection.

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## SKILLS

- Tools/Technologies** : ServiceNow (Incident Management / Change Management), Cisco Ironport WebProxy, CISCO ISE, SIEM(Splunk , RSA NetWitness), McAfee ePO, McAfee NSM (IPS/IDS), Tanium, Arista WIPS, Microsoft Defender and Imperva DAM . **Technical skills** : Python, C, HTML, CSS, Microsoft Suite and Zoom.
  - Soft skills** : Willingness to learn, Crisis management, Strategic thinking, Analytical Problem Solving.
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## EDUCATION

- DePaul University, Chicago, IL** - Masters of Science in Cybersecurity Expected May 2026
  - Karpagam College, Coimbatore, India** - B.E Computer Science and Engineering March 2017- May 2021
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## AWARDS AND CERTIFICATIONS

- Certifications** : AZ-900 Azure Fundamentals, Netskope Cloud Security Specialist
  - Awards** : Wipro CRS Best CollegeToCorporate(April-2022), Wipro CRS Highflyer Award(April-2024)
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## VOLUNTEERSHIP

- Intra-College Fest Volunteer** : Volunteered in organizing and managing events, coordinating photography sessions, assisting with backstage logistics, and ensuring smooth execution of multiple cultural and technical activities.
- Tamil Sangam Community Event – Naperville, Chicago** : Volunteered in a Tamil cultural event by assisting with food service, guiding and helping in the distribution of awards and honors, contributing to the success of a large-scale community gathering.