



PROFESSIONAL SUMMARY

Cybersecurity Enthusiast with hands-on exposure to IT administration, compliance-driven documentation, IAM (Azure AD), cloud governance, and secure configuration practices. Familiar with ISO 27001 and SOC 2 fundamentals, risk identification, policy and SOP documentation, evidence collection, and audit support through certifications, structured learning, and real-world work experience.

WORK EXPERIENCE

Technical Specialist – Noventiq

July 2023 - July 2024

- Assisted in managing Microsoft 365, Exchange Online, Azure Active Directory, and SharePoint with a focus on access control, user provisioning, RBAC, and secure configuration.
- Performed routine system checks, patch validation, and basic security monitoring to support internal IT security and compliance requirements.
- Supported incident documentation and tracking, including email issues, access requests, and NDR alerts, ensuring traceability and audit readiness.
- Prepared and maintained technical and compliance documentation, contributing to accuracy during internal reviews and audits.
- Collaborated with senior teams during system updates and improvement initiatives, gaining exposure to IT governance, change management, and security best practices.
- Gained practical understanding of SaaS environments, cloud services, backup concepts, and business continuity support.

IT Solutions Consultant – National IT Services

Sept 2024 - Present

- Supported client engagements by gathering requirements, documenting workflows, and aligning solutions with standard IT and security procedures.
- Helped create and maintain SOPs, checklists, and operational documentation to improve transparency, compliance, and consistency.
- Assisted with access reviews, permission changes, and configuration updates, following approval-based processes.
- Participated in client assessments alongside senior consultants, gaining hands-on exposure to risk identification, mitigation discussions, and compliance-oriented reviews.
- Worked with SaaS solutions, cloud platforms, backup solutions, DR concepts, servers, networking basics, and SASE awareness as part of solution support.
- Used CRM tools to manage client leads, track engagement data, and understand secure handling of customer and business information.

EDUCATION

Master of Computer Applications

Aug 2023 - Sept 2024

Amity University Online (Specialization in AI and Machine Learning)

Bachelor of Computer Applications

Aug 2020 - June 2023

Manav Rachna International Institute Of Research and Studies

PUBLICATION

Jain, Shreya (April -2023). " Paper: Cyber Physical Systems". In : International Journal Of Innovative Science And Research Technology, IJISRT23APR477, ISSN NO : 2456-2165.

PROJECTS

Face Recognition Smart Attendance System

- Developed a machine learning based smart attendance system using face recognition.
- The system records the live attendance using a webcam and outputs attendance in an excel sheet.
- Libraries: Pandas, Face Recognition, OpenCV, Tkinter.

SKILLS & TOOLS

- **Tools & Platforms:** Microsoft 365, Exchange Server, Azure AD, Power BI, Advanced Excel, Git
 - **Technical Skills:** Python, SQL, HTML, CSS, JavaScript (basic)
 - **Security & Governance:** IAM, RBAC, documentation, SOP creation, audit support, risk awareness
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CERTIFICATIONS & TRAINING

- Microsoft Certified: Azure Fundamentals (AZ-900)
 - Microsoft Certified: MS-900 (Microsoft 365 Fundamentals)
 - Google Cybersecurity Professional Certificate
 - Tata Group – Cybersecurity Analyst (Forage Virtual Experience)
 - CompTIA Security+ (SY0-701) – Practice Course (Udemy, Jason Dion)
 - Cisco Networking Basics
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HOBBIES

Reading | Baking | Sketching | Singing | Traveling