VIKRAMAN MATHIVANAN

- ➢ **Senior Technical Engineer | Cybersecurity & IT Support Specialist**
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PROFILE

- ➢ IT professional with 10+ years in cybersecurity and IT support. Known for simplifying complex technical challenges and delivering efficient solutions under pressure.

SKILLS & STRENGTHS

- ➢ Endpoint Security & EDR (Xcitium/Itarian, Comodo, ESET, McAfee)
- ➢ Windows & Mac OS troubleshooting, remote & onsite support
- ➢ Network setup, configuration & issue resolution
- ➢ Security incident triage & escalation (SOC collaboration)
- ➢ Documentation, knowledge base creation, and product feedback

RECOGNITION

- ➢ Employee of the Year at Sutherland Global Services (two consecutive years for McAfee).
- ➢ Recognized at Comodo for resolving partner domains' database recovery.
- ➢ Represented ESET India overseas for new product launches and business expansion, contributing to strategic growth and international client relations.

EMPLOYMENT HISTORY

Senior Technical Engineer

Xcitium (formerly Comodo) | May 2025 - Present

- ➢ Provide first-line support for Xcitium/Itarian Endpoint Detection & Response (EDR).
- ➢ Address issues via tickets, remote sessions, and bridge calls with L3/Dev teams.
- ➢ Escalate complex cases and collaborate with engineers for fixes.
- ➢ Assist with EDR configuration, deployment best practices, and customer communication.

Technical Consultant (McAfee Tech Master)

Sutherland Global Services | Nov 2012 - Nov 2014

➢ Delivered support for McAfee products: malware removal, firewall, and endpoint protection.
➢ Resolved escalated technical issues via remote support for global customers.
➢ Advised on product configuration and optimization for system security.
➢ Awarded Employee of the Year for two consecutive years.

Technical Engineer

Comodo Internet Security Solutions Pvt Ltd | Nov 2014 - Jan 2021

➢ Supported end users for Comodo products on Windows & Mac; diagnosed OS and hardware conflicts.
➢ Assisted with external device setup and provided chat/remote troubleshooting.
➢ Transitioned to enterprise Comodo One support role, handling deployment and configuration.
➢ Spent 2 years on cWatch Web Security support, resolving website protection, malware, and uptime issues.
➢ Key contributor in resolving partner domain database recovery, protecting client relationships.

Helpdesk Engineer / Associate IT Admin

Radial Omnichannel Technologies Pvt Ltd | Feb 2021 - Jan 2023

➢ Provided IT admin support for in-house and onshore employees.
➢ Handled system installation, account management, and hardware/software maintenance.
➢ Resolved networking, printer sharing, and system troubleshooting issues.

Technical Endpoint Engineer (SAARC Region)

ESET India Pvt Ltd | Feb 2023 - Jan 2024

➢ Supported desktops, laptops, Mac, and smartphones across enterprise clients.
➢ Investigated and resolved cybersecurity incidents with global teams.
➢ Provided triage support in coordination with SOC.
➢ Represented ESET India overseas for product launch & business expansion meetings.

Resource Person (Production Dept.)

Doordarshan Television | 2011 (6 months)

➢ Assisted production teams with technical support during programming operations.

Regards,   **Date**:

Vikraman Mathivanan