

SURYA KUMAR V

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PROFESSIONAL SUMMARY

Results-driven Zscaler SME with over 10 years of experience in network security and cloud solutions. I've successfully configured and managed ZPA through Terraform and GitHub, supporting around 20,000 employees and enhancing security across 8,000 application segments. My collaborative approach has led to valuable partnerships that drive innovation and address evolving security challenges.

SKILLS

- **Network Security:** Zscaler (ZIA, ZPA), CheckPoint, Palo Alto, Meraki, F5 WAF, FireEye, VPN, Load Balancer, NAT, WAF
- **Cloud Security:** AWS, Azure, Cloud Security Architecture, Zero Trust
- **Security Operations:** Incident Response, SOC Operations, SIEM (Splunk), Endpoint Detection & Response (EDR), Wireshark Analysis
- **Automation & Tools:** Terraform, GitHub, Git, Tufin, Python (scripting, automation)
- **OS:** Linux (App connectors, troubleshooting, integration)
- **Project Management & Collaboration**

PROFESSIONAL EXPERIENCE

Zscaler

Lead Product support engineer

Bengaluru, KA, India

June 2025 - Present

- Provide advanced technical support (L3) for Zscaler Internet Access (ZIA) and Zscaler Private Access (ZPA), troubleshooting complex networking and security issues.
- Handle critical escalations from Level 1 & 2 teams, performing deep-dive analysis across logs, policy configurations, and traffic flows.
- Troubleshoot and resolve issues across firewalls, proxies, VPNs, SSL inspection, authentication (SAML/LDAP/AD), and cloud security policies.
- Reproduce issues in lab environments and provide detailed analysis to Engineering & Product teams for permanent fixes.
- Mentor and support junior engineers (L1/L2), providing technical guidance and escalation management.
- Work directly with enterprise customers and partners to diagnose and resolve high-impact issues, ensuring minimal business disruption.

Solventum

Zscaler SME

Bengaluru, KA, India

November 2022 - June 2025

- Strengthened network security for 20,000 users by configuring and managing Zscaler ZPA through Terraform and GitHub, integrating Linux-based App connectors and Azure AD groups to support Zero Trust principles across 8,000+ application segments.
- Enhanced firewall policy enforcement and compliance by integrating Azure with Zscaler ZPA to import Azure AD groups, enabling granular access restrictions and upholding security and ethics standards in a hybrid cloud environment.
- Improved operational efficiency and cross-team collaboration by configuring Linux machines as App connectors, working closely with internal teams to ensure secure integration and robust management of operating systems.
- Delivered timely project outcomes and addressed security challenges by acting as project management lead and key liaison with Zscaler, driving product enhancements and facilitating conflict management among stakeholders as a proactive team player.
- Supported a culture of ethics and compliance by promoting ethical behavior and adherence to company code of conduct during the management of sensitive network security configurations and third-party vendor partnerships.

Intuitive cloud

Senior security engineer

Bengaluru, KA, India

August 2021 - November 2022

- Achieved secure site migration for 38 client locations by leading project management and coordinating with stakeholders to transition from ASA to Meraki firewalls, ensuring compliance with network security standards and producing comprehensive documentation.
- Improved vulnerability management across organizational infrastructure by conducting vulnerability assessments on Linux and other operating systems, identifying at-risk systems and collaborating with teams to remediate issues and strengthen network security posture.
- Expanded cloud security expertise by performing hands-on labs on AWS and GCP, and supporting Azure migration activities to align with evolving network security and cloud security best practices.

Wipro*Network security architect***Bengaluru, KA, India**

August 2020 - August 2021

- Improved security posture for 30+ business units by deploying CheckPoint and Palo Alto firewalls, F5 WAF, and FireEye, integrating Azure and Linux environments.
- Reduced incident resolution time by 25% by leading conflict management and troubleshooting with vendors for firewalls and security solutions, maintaining ethics and compliance.
- Seamlessly migrated firewalls during M&A integration by managing project execution and ensuring network security best practices.
- Enabled secure remote access for 10,000+ users by configuring Zscaler private access and collaborating with teams across Azure, AWS, and Linux operating systems.
- Boosted team collaboration by acting as a team player, supporting conflict management and sharing expertise in network security and ethics.

Mercedes-Benz*Network security specialist***Bengaluru, KA, India**

January 2020 - August 2020

- Resolved 30% of network security incident tickets in a high-volume support environment by troubleshooting and managing firewall, load balancer, and proxy issues across diverse operating systems including Linux, while maintaining strict adherence to ethics policies.
- Enhanced firewall rule management efficiency through project management of security changes, leveraging Tufin Change and Tracker to analyze, implement, and fine-tune firewall configurations, supporting secure Azure integration and aligning with network security best practices.
- Improved incident response and conflict management outcomes by applying deep packet inspection using Wireshark and collaborating as a team player to resolve complex network issues involving firewalls and Linux systems.
- Supported secure deployment and maintenance of Azure-based solutions by coordinating with internal teams to ensure alignment with network security protocols and ethical standards.

Infosys*Network security engineer***Bengaluru, KA, India**

July 2015 - January 2020

- Strengthened network security posture and reduced security incidents by 30% by implementing operational changes on Checkpoint Firewalls (R77.30, R80.10) and Palo Alto 8.1, utilizing expertise in firewall administration, Azure, and Linux operating systems.
- Resolved 95% of client connectivity issues within SLA timelines by troubleshooting and managing firewall configurations for S2S and C2S VPNs, leveraging strong conflict management and team player skills.
- Enhanced monitoring efficiency and early threat detection by utilizing SIEM, Nagios, Spectrum, and E-Health, ensuring adherence to ethics and best practices in network security operations.
- Supported seamless project management and operational transitions by coordinating implementation of new firewall rules and connectivity solutions, ensuring compliance and effective collaboration with cross-functional teams.
- Maintained top-rated employee status for three consecutive years by consistently upholding ethics, teamwork, and continuous improvement in network security and firewall management.

EDUCATION**NIBM***MBA, Information technology***June 2016 - August 2017**

GPA: 72

Bangalore University*Bachelor's, Mathematics***April 2012 - June 2015**

GPA: 89

CERTIFICATIONS

HashiCorp Certified: Terraform Associate 2023

Check Point Certified Security Administrator (CCSA)

AWS Certified Solutions Architect – Associate

Zscaler Certified Cloud Professional Private Access

Zscaler Certified Cloud Administrator Private Access