

Dhaval Chavda

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EDUCATION

GTU- GRADUATE SCHOOL OF ENGINEERING AND TECHNOLOGY Master of Engineering in Cyber Security (9.22 CGPA)	Ahmedabad,Gujarat Sep 2023 – June 2025
GUJARAT TECHNOLOGICAL UNIVERSITY Bachelor of Engineering in Computer Science (8.46 CGPA)	Ahmedabad,Gujarat Aug 2019 – June 2023

WORK EXPERIENCE

L1 Engineer NW9 Multifaceted	Ahmedabad,Gujarat From July 2024
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- Monitored infrastructure (application, network, security) using Grafana, Zabbix, and Vector tool. Utilized Opsgenie for alerting and created tickets as per procedures, escalating to the appropriate teams for resolution.
- Collaborated with SOC team members to detect, contain, and remediate IT threats, ensuring timely incident response and mitigation.
- Developed a Chrome extension that provides real-time alerts for new tickets in the Global Communication Center, enabling proactive monitoring and preventing SLA breaches.
- Developed a Desktop application that streamlines SOC ticket creation in JIRA, reducing ticket creation time to under 5 seconds and minimizing errors, enabling L1 support to create tickets quickly and accurately.
- Built a custom JavaScript solution for Grafana IRM OnCall to export alert data in **.csv format**, addressing the limitation of the platform's lack of built-in export functionality.
- Implemented secure remote access for Kasm, a web-based workspace that runs only in a local environment, by setting up **Cloudflare Tunneling**, ensuring controlled and **secure access from remote locations**.
- Proactively contributed to automation initiatives and service improvement projects, driving efficiency, reducing manual effort, and enhancing overall operational performance.

PROJECTS

DEFENSIVE CODING: ENHANCING SECURITY IN DJANGO CHATBOT Python	Nov 2023 - Dec 2023
<ul style="list-style-type: none">Developed "Django Chatbot," a secure Django-based chat application.Test end-to-end encryption using tools like Burp Suite for secure data transmission.Strengthened user authentication with rigorous validation processes.Conducted OWASP Top 10 assessments, addressing identified vulnerabilities.Implemented robust data transmission practices for user privacy and confidentiality.	

FOOD DELIVERY WEBSITE ReactJs, NodeJs, MongoDB	March 2023 - March 2023
<ul style="list-style-type: none">Food Delivery Website (user module) is created using ReactJs.	

TECHNICAL SKILLS

Network Security : Wireshark, TCP/IP, IDS/IPS, EDR/XDR, Proxy, VPN, Firewall, SSH, HTTP, SMTP, DHCP, DNS, SSL/TLS

Languages : Python, Javascript, Shell Scripting

Technology : Cloud Computing (AWS, Azure), Git, OS (Linux, Windows)

Tools : Microsoft Defender, Selenium

Others : Analytical, Problem-solving, Teamwork, Communication (Verbal and Writing), Troubleshooting

CERTIFICATION

- Microsoft Certified: Security, Compliance, and Identity Fundamentals (SC-900) - Aug 2024