

# PRASHANTH B T

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## OBJECTIVE

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Motivated IT professional with strong foundations in networking, system administration, and customer support. Currently upskilling in cybersecurity through practical labs and CTF challenges. Looking for an opportunity to leverage technical expertise, problem solving skills, and adaptability in IT support, system administration, or security operations roles.

## EDUCATION

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**Master of Science**, Garden City University Nov 2022 - Jul 2024  
Garden City College, Bengaluru  
Stream: Information Technology

**Bachelor of Science**, University of Mysore Jun 2019 - Oct 2022  
Sri Adhichunchanagiri First Grade College, Channarayapattana  
Stream: PCM

**Pre-University College**, KSEEB Mar 2018 - Apr 2019  
BGS Independent PU College, Krishnarajapet  
Stream: Science

**10th Standard**, KSEEB Jun 2016 - May 2017  
Government Junior College, Santhebachahalli  
Stream: General

## EXPERIENCE

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**Process Associate** Jun 2024 – Sep 2024  
Cognizant Technology Solutions India Pvt. Ltd, Bengaluru

- Supported airline client operations by handling booking-related queries, flight rescheduling, and customer service tasks.
- Ensured high-quality service delivery by adhering to SLA guidelines and maintaining accuracy in data entry.
- Coordinated with cross-functional teams to resolve customer issues and escalate technical problems.
- Utilized internal tools and airline systems to track, manage, and update customer requests.
- Maintained detailed documentation of all interactions to support compliance and audit readiness.

## LEARNING & PROJECTS

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### Cybersecurity Learner

Jan 2025 – Present

Self-Learning via TryHackMe, Open-Source Tools, and ChatGPT Guidance

- Engaged in hands-on cybersecurity training on TryHackMe, actively solving complex rooms and capture-the-flag (CTF) challenges.
- Gaining practical exposure to network security, ethical hacking, and penetration testing techniques.
- Exploring and applying open-source security tools for vulnerability scanning, log analysis, and system hardening.

- Leveraging AI tools like ChatGPT for guided learning, troubleshooting, and simulation of real-world attack/defense scenarios.
- Continuously enhancing skills to prepare for entry-level cybersecurity analyst and SOC roles.

## SKILLS

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| • Networking Fundamentals (TCP/IP, OSI Model) | • Introduction to Ethical Hacking                     |
| • Windows & Linux Fundamentals                | • Cybersecurity Labs (TryHackMe, CTF practice)        |
| • Command Line Interface (CLI)                | • Open-Source Security Tools (Nmap, Wireshark basics) |
| • Troubleshooting System Maintenance          | • Problem Solving & Critical Thinking                 |
| • Firewalls Antivirus Basics                  | • Teamwork & Collaboration                            |
| • Virtual Machines (VMware, VirtualBox)       | • Continuous Learning Adaptability                    |

## VOLUNTEERING & LEADERSHIP

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### NSS Volunteer & Team Leader

2019 – 2022

Recognized as the best volunteer among 100+ participants for outstanding dedication and leadership. Led a 25-member team in NSS activities including campus drives, environmental awareness programs, and community outreach events. Played a key role in coordinating inter-college initiatives and mobilizing student participation.

## DECLARATION

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The information provided herein is true and correct to the best of my knowledge.