

Aman A. Bhandekar

Assistant System Engineer | Cloud & Security Support

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PROFESSIONAL SUMMARY

IT Support & Cloud Security Engineer with **1.5+ years** of experience in Microsoft Azure, Microsoft Entra ID (Azure AD), Intune, Microsoft 365, and Zscaler. Hands-on experience in 24x7 monitoring, incident triage, log analysis, IAM operations, and endpoint security within enterprise environments. Strong foundation in cybersecurity fundamentals, authentication & authorization, access governance, and security incident response. Actively upskilling towards Cyber Security or Cloud Security Engineer roles.

TECHNICAL SKILLS

Identity & Access Management (IAM)

- Microsoft Entra ID (Azure AD)
- MFA, SSPR, Conditional Access Policies
- User & Group Provisioning
- Role-Based Access Control (RBAC)
- Access Reviews & Identity Governance (basic exposure)

Cloud, Endpoint & Network Security

- Microsoft Azure (IAM, Monitoring, Security Controls)
- Microsoft Intune (Device Compliance, Configuration Profiles, Endpoint Security)
- Microsoft 365 Security & Defender (basic exposure)
- Zscaler (User Access Issues, Policy Troubleshooting)

Security Monitoring & Tools

- Log Analysis & Event Correlation
- Microsoft Sentinel (basic exposure)
- Elastic SIEM (learning)
- Nmap, Burp Suite, Wireshark
- OWASP ZAP (learning)
- Vulnerability Assessment fundamentals

ITSM & Incident Management

- ServiceNow (Incident, Problem, Change workflows)
- Incident Triage & Escalation
- Root Cause Analysis (RCA)
- SLA / KPI-based resolution
- Cross-team coordination & documentation

PROFESSIONAL EXPERIENCE

Assistant System Engineer - Tata Consultancy Services (TCS), Pune (Aug 2024 – Present)

- Provided **cloud and security support** for **Microsoft Entra ID, Intune, Microsoft 365, and Zscaler** in an enterprise environment.
- Worked in **24x7 SOC-style monitoring operations**, handling **alerts, log reviews, and security-related incidents**.
- Performed **incident triage, investigation, and initial response** for access, authentication, and endpoint security issues.
- Executed **IAM operations** including:
 - User onboarding/offboarding
 - MFA troubleshooting
 - Password resets
 - Access provisioning & de-provisioning

- Monitored **Intune device compliance**, endpoint security baselines, and configuration policies to support **threat detection and risk reduction**.
 - Conducted **basic log analysis**, identifying patterns, anomalies, and potential security misconfigurations.
 - Diagnosed **authentication failures, access denials, and policy conflicts**, escalating complex issues to L2/L3 security teams.
 - Used **ServiceNow** extensively for:
 - Incident creation & categorization
 - Documentation of findings
 - Stakeholder communication
 - SLA adherence
 - Contributed to **continuous service improvement** through incident trend analysis and documentation.
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EDUCATION

- **B.E. – Information Technology**
PDEA'S College of Engineering, Pune
CGPA: 8.57
 - **Diploma – Computer Engineering**
Government Polytechnic, Nagpur
Percentage: 88.55%
 - **SSC – Maharashtra State Board**
Percentage: 90.60%
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CERTIFICATIONS

- Certified Ethical Hacker (CEH) – In Progress (EC-Council)
 - Qualys – Vulnerability Management Foundation
 - Qualys – Security Specialist: Cyber Security Asset Management
 - Red Team Leaders – Certified Secure Code Review (Beginner)
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LANGUAGES

- English
 - Hindi
 - Marathi
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INTERESTS

- Writing Blogs
- Photography
- Reading