

APPU RAJ V

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EXPERIENCE

Onsite SRE for ApplePay Japan at Tata Consultancy Services Japan [May 2019 - Present]

- Managing a Global Product with millions of users deployed over data centers in multiple geo-locations
- Being part of 24/7 rotation based monitoring of the Apple Pay platform. Live trouble shooting of production issues as well as working to improve the alert systems
- Working with external personnel in development/maintenance of Apple Pay
- Streamlining the monitoring systems

Spam Analyst for Apple at Tata Consultancy Services [September 2014 - April 2019]

- Worked in SOC environment as an Abuse, Spam and Fraud analyst for a reputed ESP and an Instant messaging service provider
- Hands on experience in UNIX environment, SPLUNK, etc
- Done automations using Python and Shell scripting
- Good knowledge of Networks and Email architecture, basic knowledge and skills of Penetration Testing

AV Support Engineer at Tata Consultancy Services [October 2011 - August 2014]

- Handling of Audio Video calls and troubleshooting the issues
- Worked with external personnel in troubleshooting/maintenance of TCS internal AV infrastructure

EDUCATION

Bachelor of Engineering [July 2007 - June 2011]

- Course: Electronics and Communications
College: CMR Institute of Technology, Bangalore

SKILLS / CERTIFICATIONS

- Unix/Linux Administration, Splunk, Scripting - Python & Shell, Pentesting
- Cisco Certified Network Associate (*CCNA*)
- Cisco Certified Network Professional - Switching (*CCNP - Switch*)
- Certified Ethical Hacking (*CEH*)

MY ROLE

- Splunk: Analysing inbound and outbound spam traffic, identify patterns and create custom alerts, reports and dashboards
- Mail header analysis for forgery/spoofing, identifying phishing urls in the mail body, analysing mail attachments for possible malware/phish, identification of phish kit
- Perform necessary actions by rescoring the mail to improve the spamscore and remediation of spam mails
- Investigation on Deliverability Testing accounts and monitor using HONEYPOT for stopping future threats of malware/spam attacks.
- Involved in the process of taking down Phish Urls/domains and submitting the samples to various spam fighting organizations like SPAMHAUS, Phishlabs, CAUCE, Netcraft, etc.
- Automating regular tasks using Python/Shell script
- Live troubleshooting of production issues and co-ordinate with external teams for fix
- Improve alert monitoring systems using splunk and other internal tools
- Deployment monitoring and support
- Handle Customer complaints