Chaitra Boggaram

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EDUCATION

Santa Clara University, Santa Clara, CA   **Sept 2022 - Present**
Master of Science in Computer Science and Engineering

- *Related Coursework:* Computer Networks, Operating Systems, Algorithms, Cloud Computing.
- *Teaching Assistant:* Computer Networks (Winter 2023), *Research Assistant:* Network-based Blockchain (Winter 2023)

SSMRV Degree College, Bangalore, India   **June 2013 - May 2016**
Bachelor of Computer Applications (GPA: 3.55/4)

- *Related Coursework:* Data Structures, Object Oriented Programming.

TECHNICAL SKILLS

Languages: Python, C, Bash, HTML, CSS, Java
Tools: Power BI, Power Automate, Office 365, Microsoft Defender for Endpoint, Symantec Endpoint, Git, Django
Cloud: Amazon Web Services, Microsoft Azure, Docker, Kubernetes

PROFESSIONAL EXPERIENCE

Tata Consultancy Services, Bangalore, India

Cyber Security Analyst   **December 2019 - June 2022**

- Managed client users and groups, enabled multifactor authentication, and identified irregular sign-ins for an organization of over 30,000 employees, using Azure Active Directory.
- Automated reports through Macros and Power BI for generating Endpoint Detection, Protection and Response compliance weekly reports saving ~10 business hours per week, streamlined workflow for clients while maintaining 99% compliance.
- Administrated Microsoft Defender for Endpoint on over 65,000 machines with 99.3% compliance by delivering technical support and monitoring using Kusto query language.
- Created phishing emails using Microsoft Power Automate to mail users as part of the Red team to raise awareness and provide training to users about phishing with 97% compliance and advising users to maintain security compliance.
- Designed and implemented migration plan for 40,000 on-premise clients having Symantec Endpoint Protection to cloud-based antivirus Microsoft Defender for Endpoint, reducing the support SLA by 2 business days.
- Led a team of 4 to mitigate customer impact driven by Trend Micro antivirus impacting 28,000 clients, by migrating the antivirus to Microsoft Defender for Endpoint.

System Engineer   **December 2016 - December 2019**

- Performed security operations such as USB blocking, website/application allow-listing and block-listing, blocking file hashes, and web domains reducing security threats by 40%.
- Provided technical support for software and hardware issues on windows workstations remotely and escalations handling for ~10,000 tickets, received multiple appreciations from the client for obtaining majority customer satisfaction.
- Created knowledge base in ServiceNow for storing ~8,000 articles related to troubleshooting software and hardware issues, user manuals for installation and uninstallation of the software, and raising ServiceNow requests.

SELECTED PROJECTS

"ReferUp" - A referral website for SCU students and alumni [Project: https://github.com/chaitraboggaram/ReferUp]   **Fall 2022**

- Developed Django application using AWS EC2, RDS, SES and OAuth 2.0.

"Organ Donation Foundation"   **Spring 2016**

- Developed a website featuring awareness about organ donation using HTML, CSS, and PHP.

VOLUNTEERING

- Volunteered for Corporate Social Responsibility campaigns such as child education, and women's safety, donating books to schools, food, and clothes for orphanages and old age homes, and garbage yoga.