AIMAN SHAMSHAD

Mobile: +974 33463755 +919069213782 E-mail: [aimankhan2115@gmail.com](mailto:aimankhan2115@gmail.com)

**3** Years of experience in IT and Cyber Security Field. Seekinga challenging position to upgrade my knowledge and skills in the CYBER SECURITY (Data Loss Prevention, SOC SIEM, Data Security and Data Privacy Field)

**SKILLS:**

DLP Forcepoint, Symantec DLP, McAfee DLP (Trellix), Data Classification, Data Flow Analysis, Data Discovery, Data Privacy, Data Protection Impact Assessments (DPIA), PII, GDPR & PCI DSS

OSI Seven Layer Model,TCP/IP Protocol, LAN, WAN, Active Directory, CIA Tried, DHCP, DNS, Telnet, UDP, SMTP, Network Drives Configuration, CPU, Disk Space and Memory Utilization.

Help Desk Ticketing Tools (Jira & Servicenow)

**Training:**

**Forcepoint DLP**

Data Classification, Data Discovery, Data Flow Analysis, Data Privacy, Policy, Rule and Exception Creation, DLP agent, Designing and implementation.

**Work Experience:**

**Freelance Work**

**Duration: May 2022 to August 2023**

**Position- IT Analyst**

**Roles and Responsibilities:**

* Analyzing alerts generated by the **Forcepoint** solution**.**
* Follow-up with stakeholder for incident closure.
* Following defined process to escalate any potential incidents.
* Data Register, Data Classification, Data Classification Documents
* Data shares mailbox is managing and queries answered accordingly.
* Fine tune to reduce false positives based on patterns observed during incident analysis.
* Assisting DFA (Data Flow Analysis) Team to classify the data confidential and Non Confidential
* Plan, coordinate, and implement policies along with Information Security Team as per the Data shared by DFA team.
* Forcepoint support if any issue.
* Monitoring health of DLP Servers and databases, availability monitoring, performance alerts, escalation and notification.

**TeamLease Services Limited, Noida, India.**

**Duration: September 2020 to February 2022**

**Client Site: MagicBricks Times Internet Limited, Noida, India**

**Position- Team Lead (Service Desk Support)**

**Roles and Responsibilities:**

* Monitor the Technical Support E-mail query, answer phone calls, and follow up on mail to fix the reported issues.
* Maintain every incoming problem ticket and document resolution.
* Provide acknowledgement and a proposed time of resolution within TAT
* Track all tickets progress against service level agreements and alert management of any potential issues that could result in delayed ticket resolution
* Communicate directly with end users to clarify any potential issues, walk through mitigation steps, and provide general status updates.
* Follow up with Help Desk such as issues opened and closed per month, average time to close tickets & average number of open tickets
* Documents, tracks and monitors the problem to ensure a timely resolution.
* Generate weekly and monthly reports of data. Maintain all the data of escalation and issue resolved or pending.
* Monthly check the team performance and maintain a score card for each IT Desktop Staff this help to improve of area of improvement.

**Education:**

**Bachelor of Computer Application BCA (2021-2023) from SINGHANIA UNIVERSITY, Rajasthan, India.**

**12th**

**10th**

**Personal Details:**

Aiman Shamshad, Nationality- Indian, Language- English, Hindi

**Passport Details:**

Date of issue 01-07-2017 and Date of Expiry 30-06-2027

**Residential Address:**

Aiman Khan, D-16, 4th Floor, Lane Number-2, Batla House, Jamia Nagar, Okhla, New Delhi 110025

**Personal Strength:**

Energetic, teamwork, problem solving, hard worker, continuous learning and helpful nature.

**Declaration:**

I hereby declare that the information furnished above is true to the best of my knowledge.

**Aiman Shamshad**