

# JOSE ROHIT M

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## SUMMARY

Cyber Security engineering student with hands-on experience in **technical support**, **Linux**, **SQL**, and **IT service management**. Experienced in ticket-based support, SLA-driven issue resolution, and troubleshooting using **osTicket**. Familiar with enterprise security concepts, **Oracle DB fundamentals**, and cloud environments. Currently pursuing **CompTIA Security+** with a strong ability to quickly learn and support Oracle products in a customer-facing support role.

## EDUCATION

<b>Amrita School of Engineering</b> <i>B.Tech in Computer Science and Engineering – Cyber Security</i>	Coimbatore, India 2022 – 2026
– CGPA: 8.19 / 10	
<b>Nalanda International Public School</b> <i>Class XII – MPC</i>	CBSE 2022
– Percentage: 84%	
<b>Sri Vijay Vidyalaya</b> <i>Class X</i>	State Board 2020
– Percentage: 98%	

## TECHNICAL SUPPORT PRACTICE

### osTicket – Helpdesk Ticketing System

#### *L1 Technical Support Practice*

- Created, tracked, and resolved support tickets in a simulated L1 helpdesk environment.
- Replied to customer tickets while maintaining professionalism and SLA timelines.
- Managed ticket lifecycle including **Open**, **Resolved**, and **Closed** states.
- Worked with **Default SLA** plans to understand response and resolution targets.
- Configured **Help Topics** to categorize issues and route tickets to appropriate departments.
- Implemented automated ticket routing and department assignment rules.
- Configured ticket **priority levels**, assigned-to rules, and SLA plans for efficient issue handling.
- Performed basic Linux troubleshooting including service status checks, log analysis, and system diagnostics.

## SKILLS

**IAM:** Identity lifecycle, Access provisioning & de-provisioning, RBAC/ABAC, SAML, OIDC

**Technical Support:** osTicket, SLA Management, Ticketing Systems, Helpdesk Operations

**GRC:** Risk assessment fundamentals, risk registers, security controls, policy documentation, ISO 27001, NIST CSF, SOC2, GDPR, audit readiness, compliance tracking, gap analysis, evidence collection **Tools &**

**Technologies:** Next.js, React, Wireshark, Nmap, Linux, Docker, Wazuh SIEM, AWS (Basic)

**Domain Knowledge:** Network Protocols, Threat Modelling, Cryptography, Encryption Techniques, Linux System Hardening

**Database:** SQL (SELECT, JOIN, basic troubleshooting), Oracle DB fundamentals (connectivity issues, query analysis)

**Programming Languages:** Python, C++, Java, Solidity

## CERTIFICATIONS

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- CISCO – Introduction to Networking
- Palo Alto Networks – Network Security
- ISAC – Cyber Crime Intervention Officer
- Okta – Explore Identity Foundations (2025)
- Forage – Cybersecurity Analyst IAM Job Simulation (2025)

## CURRENTLY LEARNING

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- CompTIA Security+ (SY0-701)
- Wazuh SIEM & Endpoint Security
- Okta Identity & Access Management

## PROJECTS

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### **Q-SFTP – Quantum Secure File Transfer Protocol | GitHub**

- **Designed and implemented** a quantum-safe secure file transfer protocol using **Kyber512** (Post-Quantum KEM) and **Dilithium2** (Post-Quantum Digital Signatures) to protect against future quantum attacks
- Built an end-to-end encrypted file transfer pipeline using **AES-256-GCM** with **SHA-256** integrity verification, ensuring confidentiality, authenticity, and tamper detection during uploads and downloads.
- Implemented a secure, multi-user client-server system with **role-based access control (RBAC)**, metadata stripping for privacy, and cross-platform support (**Windows/Linux**) via a **Flask**-based web interface.

### **VendorGuard – Automated Governance Risk & Compliance (GRC) Platform | GitHub**

- Developed an automated GRC platform to streamline Vendor Risk Management (VRM).
- Built a **Risk Engine** that maps identified risks to relevant **ISO 27001** and **SOC 2** security controls.
- Implemented a "Compliance as Code" dashboard to visualize risk heatmaps, reducing manual audit steps.
- Aligned system logic with process automation goals to optimize remediation workflows.

### **Zero-Trust IAM System | GitHub**

- Developed a secure **Identity and Access Management (IAM)** system with **RBAC**, **MFA (TOTP)**, and **JWT**-based authentication.
- Implemented **Zero Trust principles** including strict identity verification, rate limiting, and secure session handling.
- Built **tamper-evident audit logs** using cryptographic hash chaining to support security monitoring and compliance.

## SOFT SKILLS

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Collaboration, Problem Solving, Time Management

## LANGUAGES

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- English — Professional Working Proficiency
- Tamil — Fundamental Proficiency