

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

Amrita School of Engineering

B.Tech in Computer Science and Engineering – Cyber Security

– CGPA: 8.19 / 10

Coimbatore, India

2022 – 2026

Nalanda International Public School

Class XII – MPC

– Percentage: 84%

CBSE

2022

Sri Vijay Vidyalyaya

Class X

– Percentage: 98%

State Board

2020

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

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

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

PROJECTS

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

Collaboration, Problem Solving, Time Management

LANGUAGES

English — Professional Working Proficiency
Tamil — Fundamental Proficiency