

JOSE ROHIT M

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SUMMARY

Customer-focused IT Support professional with hands-on experience troubleshooting multi-OS environments (Windows, macOS, Linux), managing user identities and access, and resolving technical issues efficiently. Skilled at translating complex technical concepts into clear solutions for end-users while maintaining security best practices. Strong foundation in networking fundamentals, system administration, and enterprise collaboration tools. Background in cyber security engineering ensures a security-first approach to endpoint support, access management, and incident response. Known for clear communication, ownership mentality, and eagerness to deliver exceptional customer experiences.

EDUCATION

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

TECHNICAL SKILLS

Operating Systems: Windows 10/11, macOS, Linux (Ubuntu, CentOS), Chrome OS
Productivity & Collaboration: Microsoft 365 (Teams, Outlook, SharePoint), Google Workspace, Zoom, Slack
Networking & Troubleshooting: TCP/IP, DNS, DHCP, VPN, Wi-Fi, Wireshark, Nmap, ping, traceroute, ipconfig/ifconfig
IAM & Access Management: User provisioning/de-provisioning, RBAC, MFA, SAML, OIDC, Okta (Foundational), Active Directory basics
Remote Support Tools: SSH, RDP, TeamViewer, AnyDesk, Chrome Remote Desktop
IT & Security Tools: Wazuh SIEM, Nessus, Docker, AWS (EC2, S3 basics), antivirus/EDR solutions
Ticketing & Documentation: osTicket, Jira (academic), Confluence, Markdown, knowledge base creation
Scripting & Automation: Python, PowerShell, Bash (basic task automation)
Security Fundamentals: Endpoint security, log analysis, encryption, MFA enforcement, least privilege access

CERTIFICATIONS

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

CURRENTLY LEARNING

CompTIA Security+ (SY0-701) – Expected completion March 2026

Zoom Product Ecosystem & Best Practices

Advanced PowerShell Scripting for IT Automation

ITIL 4 Foundation – Service Management Fundamentals

RELEVANT PROJECTS

IT Support Knowledge Base & Automation Suite | GitHub

- Created comprehensive troubleshooting knowledge base with 50+ articles covering common Windows, macOS, and network issues, reducing repeat tickets by 40%.
- Developed PowerShell and Python scripts to automate user account creation, password resets, and group membership management, saving 5+ hours weekly.
- Built self-service password reset tool with MFA verification, improving user satisfaction and reducing helpdesk workload.
- Implemented automated system health monitoring scripts that alert on disk space, memory usage, and service failures.

Enterprise IAM Microservices Platform | GitHub

- Developed microservices-based Identity and Access Management (IAM) system with JWT-based authentication and RBAC authorization.
- Implemented user provisioning workflows, access request approval processes, and automated de-provisioning on role changes.
- Centralized audit logging for all authentication and authorization events to support compliance and security investigations.
- Designed RESTful APIs for integration with existing systems, demonstrating understanding of enterprise IAM architectures.

SOFT SKILLS

Customer-First Mindset: Empathy, active listening, patience with frustrated users, commitment to resolution

Communication: Clear technical writing, verbal explanation of complex concepts, professional email etiquette

Problem Solving: Analytical thinking, creative solutions, persistence in troubleshooting

Time Management: Prioritization, SLA awareness, efficient task switching, meeting deadlines under pressure

Collaboration: Cross-functional teamwork, knowledge sharing, escalation management

LANGUAGES

English — Professional Working Proficiency

Tamil — Native Speaker