

Ramukumar Thangaraj

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GitHub: github.com/katha60km/

Portfolio: <https://katha60km.github.io/Portfolio/>

Professional Summary

Cybersecurity Engineer with hands-on experience in endpoint security, vulnerability assessment, and network protection across Windows, Linux, and macOS environments. Skilled in deploying DLP and MDM solutions, managing SIEM tools. Experienced in technical support and customer experience, having worked on a Google EGS Pilot Project handling premium user issues using tools like GWS, Buganizer, and GCP. Proficient in scripting (JavaScript, Bash), SQL development, and cross-platform troubleshooting, with a strong commitment to enhancing organizational security and service delivery.

Technical Skills

- Security and Device Management: inDefend DLP, SOTI MobiControl (MDM), Apple Device Manager, Bugcrowd (Security Testing), SIEM Tools (Splunk, QRadar)
- Google Ecosystem and Internal Tools: GWS (Google Workspace Support), GCP (Google Cloud Platform), Moma, Buganizer, Vector (Ticketing Tool)
- Operating Systems: Linux, Windows, macOS, and ChromeOS
- Networking and Infrastructure: TCP/IP, DNS, DHCP, VPN, LAN/WAN, Active Directory Domain Services (ADDS)
- Scripting and Development: JavaScript, Bash, SQL
- IT Service Management and Productivity Tools: ServiceNow, AnyDesk, Microsoft Outlook, Office 365

Professional Experience

Senior Technical Support Engineer

July 2025 – September 2025

Cognizant Technology Solutions India Pvt. Ltd.

- Handled premium customer queries with effective troubleshooting and detailed technical explanations to ensure high customer satisfaction.
- Utilized Google Workspace Support (GWS) and internal tools to identify, replicate, and resolve complex product issues, including APIs, Gmail, Groups, Calendar, and Vault.
- Managed and escalated bugs and consults through appropriate internal channels while ensuring timely resolution.
- Used internal ticketing system (Vector) to document, track, and manage support cases efficiently.

Technical Support Engineer

April 2024 – February 2025

Ecaps Computers India Pvt. Ltd.

- Collaborated with inDefend DLP team to deploy Data Loss Prevention solutions on over 5,000 endpoints (Linux, Windows, macOS), reducing data leakage incidents by 30%
- Integrated and managed SOTI MobiControl MDM and Apple Device Manager to secure and monitor mobile devices.
- Configured, supported, and troubleshoot endpoint security across multiple operating systems.
- Conducted security assessments, vulnerability analysis, and recommended mitigation strategies.
- Delivered pre-sales demos and post-sales technical support for cybersecurity products.

Desktop Support Engineer

July 2023 – November 2023

Sysnet Global Technologies

- Supported network infrastructure, configuring TCP/IP, DNS, DHCP, and VPN to ensure stable connectivity.
- Managed Active Directory Domain Services (ADDS) for user access and security permissions.
- Troubleshooted and resolved network and endpoint security issues, improving system uptime by 15%

Projects

- **Google EGS Pilot Project:** Contributed as a core support specialist in a pilot-level project for Google, focusing on advanced issue resolution, internal tool utilization, and bug management. Demonstrated deep understanding of Google Workspace products, stakeholder communication, and end-to-end ticket handling.
- **Data Loss Prevention Deployment:** Led the implementation of inDefend DLP across 5,000+ endpoints, resulting in a measurable decrease in data breaches.
- **Mobile Device Management Integration:** Successfully integrated SOTI MobiControl MDM and Apple Device Manager for improved device security and compliance.

Certifications

- Certified Ethical Hacker (CEH)
- CompTIA Security+
- CompTIA Network+

Education

Bachelor of Engineering in Mechanical Engineering

May 2021

S. V. C. College of Engineering and Technology

CGPA: 7.6