MOHD SUHAIL

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PROFESSIONAL SUMMARY

Ethically-driven and technically versatile IT professional with hands-on experience in cybersecurity, software engineering, DevOps, and digital customer operations across industry and academia. Holds a master's in advanced computer security with certifications including CEH, CCNA, and MCSA. Practical contributions in vulnerability scanning, SIEM dashboards, secure backend development, cloud deployment (AWS), and CI/CD pipeline support. Known for translating complex technical challenges into scalable, secure solutions — from anomaly detection models and infrastructure hardening to customer platform optimisation — while maintaining technical integrity, credibility, and long-term value.

TECHNICAL SKILLS

- **Cybersecurity & Threat Detection:** Nmap, OpenVAS, Wireshark, OWASP ZAP, Nessus, ELK Stack, Snort, Suricata, pfSense, ISO 27001, NIST, FCA guidelines, compliance & risk frameworks, malware analysis
- **Network Engineering & Infrastructure:** TCP/IP, DNS, DHCP, VPN, VLANs, Wireshark, AWS CloudWatch, Linux CLI
- **Software Engineering:** Python, Java, SQL, HTML/CSS, JavaScript, C/C++, Node.js, Express.js, React, Django, REST APIs, Postman, Jest, UI/UX Collaboration, Azure
- **DevOps & CI/CD:** Git/GitHub, GitHub Actions, Jenkins, Docker, Kubernetes (exposure), Bash scripting
- **Cloud Platforms & Data:** AWS EC2/S3/Lambda/IAM, MongoDB, MySQL, PostgreSQL, Pandas, Excel, Exposure to Power BI
- **IT Support & Service Management:** ITIL-aligned incident handling, SLA monitoring, CSAT/NPS tracking, technical documentation
- **Soft Skills:** Communication, Analytical Thinking, Problem Solving, Stakeholder Engagement, Cross-functional collaboration
- **Languages:** English, Hindi, Kannada

CERTIFICATIONS

- CEH v9 - Certified Ethical Hacker
- Master's Certificate in Cyber Security
- CCNA - Cisco Certified Network Associate
- MCSA - Microsoft Certified Solutions Associate
- Linux Desktop Environment
- Hardware & Networking

PROFESSIONAL EXPERIENCE

Customer Digital Specialist

Esure Group – Glasgow, Scotland | July 2024 - Present

- Managed digital-first journeys across webchat, email, SMS, and phone, ensuring seamless transitions between self-service and agent-assisted channels.
- Resolved General Insurance queries and complex cases (death of policyholder, financial hardship) with empathy and FCA-compliant handling, reducing complaint escalations by 15%.
- Identified recurring digital issues (login failures, form errors) and collaborated with internal teams to improve usability and reduce friction.
- Provided feedback on platform features and chatbot logic, influencing updates that improved self-service resolution rates by 10%.
- Reported customer behaviour trends using dashboards and Excel analysis, supporting targeted journey refinements.
- Maintained CSAT > 90% and met targets for productivity, resolution speed, and quality assurance.

Security Research & ML Intern

University of the West of Scotland - Lanarkshire Campus, Scotland | November 2023 - April 2024

- Designed ML models (Random Forest, SVM, KNN) for anomaly detection in network traffic using Python and Scikit-learn, achieving 92% accuracy on CICIDS 2017.
- Benchmarked IDS tools (Snort, Suricata) using CICIDS 2017, NSL-KDD; documented metrics and false positives.
- Applied ethical hacking principles and explored intrusion prevention strategies aligned with ISO 27001 and NIST standards; scanned web apps using OWASP ZAP.
- Contributed to MSc research on hybrid intrusion detection; supported dataset analysis and model refinement.
- Created STRIDE threat models; gained exposure to secure software design principles.

Security & DevOps Intern

University of the West of Scotland - Lanarkshire Campus, Scotland | May 2023 - October 2023

- Performed vulnerability scans with Nmap, OpenVAS, Wireshark, documented findings and remediation steps.
- Built SIEM dashboards in ELK stack, maintained log parsing rules, tuned alerts for actionable insights.
- Configured firewall rules and IDS/IPS policies with pfSense and Snort for secure lab environments.
- Drafted security policies and IR plans aligned to ISO 27001 and NIST; contributed to audit prep.
- Integrated security checks into GitHub Actions CI/CD pipelines, reducing manual errors by 20%.
- Assisted cloud lab setup with AWS IAM role and security group testing.

Software Engineer

Zilingo Technologies – Bengaluru, India | October 2021 - November 2022

- Supported backend reliability and CI/CD operations with GitHub Actions, Jenkins, AWS Lambda. contributed to deployment scripts and build automation that reduced release time by 30%.
- Assisted in AWS migration: IAM roles, S3 policies, EC2 provisioning, audit logging, and secure access controls.
- Contributed to full-stack development (React, Node.js, MongoDB), API debugging, UI implementation, integration testing with Postman and Jest.
- Explored OWASP ZAP, Nessus for internal vulnerability testing.
- Performed Linux CLI and AWS CloudWatch monitoring for incident response, support uptime and infrastructure troubleshooting.
- Supported containerised deployments with Docker/Kubernetes, maintaining service reliability during Zilingo's transition.

PROJECTS

- **Blockchain SSI-Based Account Verification Web App** (Ethereum, React, Solidity, MetaMask, Hardhat, SSI principles) — Built a decentralized ID verification prototype with smart contracts, MetaMask wallet integration, and SSI-based credential validation.
- **Blockchain SSI-Based Banking Transactions Web App** (React, Solidity, Tailwind CSS, MetaMask) — Developed secure Ethereum transaction interface with wallet approval flow, user-friendly forms, and on-chain history.
- **Business Management System for Multi-Branch Educational Institution** (Django, PostgreSQL, HTML/CSS) — Created full-stack platform centralizing multi-branch operations with secure login, RBAC, CRUD, and optimised backend/database.
- **Fatigue Driver Detection Mobile App** (Android Studio, OpenCV, Java) — Built Android app detecting driver fatigue via facial recognition with real-time alerts and tested in simulated environments.
- **Movie Recommendation & Sentiment Analysis Web App** (Python, Scikit-learn, NLP, Flask) — Delivered ML/NLP-powered movie recommendation system with sentiment scoring, genre classification, and interactive Flask UI.
- **EOT Cranes Website** (HTML, CSS, JavaScript) — Designed responsive, accessible, mobile-friendly industrial equipment showcase with interactive UI components.

EDUCATION

Master of Science (MSc): Advanced Computer Security

University of the West of Scotland - Lanarkshire, Scotland | January 2023 - May 2024

Bachelor of Computer Applications (BCA): Computer Applications

JSS Shri Manjunatheshwara Institute of UG. & PG. Studies - Dharwad, India | June 2018 – September 2021