

PRADEESH P

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Professional Summary

Dedicated and highly skilled IT professional with over 5 years of experience in server support, network support, server administration and cloud services, with a strong focus on security operations (SOC). Expertise in vulnerability management, security patch management, Microsoft Intune, SIEM tools, and AWS cloud infrastructure. Proven ability to enhance system security, monitor and respond to security incidents, and ensure seamless operations in complex IT environments.

Technical Skills

- **Patch Management:** ManageEngine, Microsoft Intune, BigFix, Tanium, Microsoft Endpoint Manager, SolarWinds Patch Manager, ManageEngine Patch Manager Plus, Automox, Splunk, Software and Application Patching: Manage upgrades, updates, and patching for software and applications across all endpoints
- **SIEM:** GFI Languard, Splunk Enterprise Security, LogRhythm SIEM, SolarWinds Security Event Manager
- Microsoft Azure Sentinel, IBM Security QRadar, ManageEngine EventLog Analyzer
- **Cloud Services:** AWS (EC2, S3, RDS, Lambda, VPC, CloudFormation, IAM, Route 53, CloudWatch, ECS, EKS, SQS, SNS)
- **Networking:** Load Balancers, VPN, Direct Connect, Security Groups, NACLs, OSI Model, Static Routing, RIP, BGP, NAT
- **Security & Compliance:** IAM, KMS, CloudTrail, Vulnerability Management, Incident Response, security analyst
- **Scripting:** Batch Script, PowerShell
- **Operating Systems:** Windows Server (2012, 2016, 2019), Linux (RHEL 6 & 7)
- **Monitoring Tools:** Zabbix, Azure Monitor, System Center, Datadog, SolarWinds, ManageEngine OpManager, PRTG Network Monitor, Splunk
- **Ticketing Systems:** Service Desk, ServiceNow
- **Virtualization:** VMware ESXi, VMware vSphere
- **Other Tools:** MS Office, Remote Access (Telnet, AnyDesk, TeamViewer), DHCP, DNS

Professional Experience

Inspirisys Solution Limited

Technical Support Engineer - Vulnerability Management

March 2022 – 2024

- Managed Windows Server and Linux server (RHEL 6 & 7) patching, security updates, and vulnerability remediation.
- Conducted monthly and quarterly patch cycles, ensuring systems remain up-to-date and secure.
- Utilized GFI Languard and ManageEngine for endpoint protection and software distribution.
- Monitored and maintained 10,000+ endpoints using Zabbix and ManageEngine.
- Employed SCCM and BigFix for software deployment and patch management.
- Provided L1 monitoring and support for VMware vSphere environments.
- Analyzed system logs and managed IT system alerts for storage, network, and other services.
- Collaborated with clients to address and resolve IT issues promptly and effectively.
- Conducted security incident investigations and provided detailed reports on findings.

Koncept Dekor Power Engineers

Network Support Engineer

December 2019 – January 2022

- Supported network infrastructure, troubleshooting and resolving network issues.
- Maintained network equipment and configurations, ensuring seamless connectivity.

Jetking Trivandrum Learning Centre

BDE & IT Support

May 2019 – October 2019

- Provided IT support and assisted in business development activities.
- Addressed technical issues and ensured optimal performance of IT systems.

Education

- **BA in English**, 2021
- **B.Tech in Electrical and Electronics Engineering**, 2017
- **Higher Secondary Certificate (HSC)**, Kerala State Board, 2013
- **Secondary School Leaving Certificate (SSLC)**, Kerala State Syllabus, 2011

Technical Training and Certifications

- Amazon Web Services (AWS)
- ManageEngine
- VMware and Vulnerability Management
- Elastic Security, Datadog Cloud SIEM,
- Certified ethical hacker

Personal Skills

- Comprehensive problem-solving abilities
- Sincere, punctual, and hardworking
- Effective team player with strong individual work ethic
- Proactive in learning and adopting new technologies

Personal Information

- **Date of Birth:** 03-07-1995
- **Gender:** Male
- **Nationality:** Indian
- **Domicile:** Kerala
- **Marital Status:** Married
- **Languages:** English, Malayalam, Tamil, Hindi

Declaration

I hereby declare that all the above-mentioned details are true to the best of my knowledge and belief.

Place: Thiruvananthapuram

Date: 7/10/2025

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