

CAREER OBJECTIVE

IT professional with over 4 years of progressive, hands-on experience in Information Technology. Dedicated professional with excellent work ethic, experienced in a wide range of technologies with the ability to learn quickly and adapt to new environments. Motivated to learn, grow and excel in Cybersecurity Industry.

WORK EXPERIENCE

Technical Support Engineer | U & D Square Solutions Pvt. Ltd., Aug'21 – Oct'21 | Pune

- Provide hardware, software, network problem diagnosis resolution via telephone global calls, Email, chat for customer end-users.
- Follow up with clients to ensure their IT systems are fully functional after troubleshooting.
- Properly escalate priority related issues to appropriate internal teams.
- Provide a quick response to all assigned trouble tickets.
- Worked on **Azure** Active Directory Services.
- Ask customers targeted questions to quickly understand the root of the problem.

WORK EXPERIENCE

IT Support Engineer | Omega Healthcare Management Services Pvt., Ltd. Oct'17 – Nov'19 | Bangalore

- A detailed capable IT professional with 2 years of experience performing imaging/re-imaging for company laptops and desktops as well as Troubleshooting technical issues.
- Install desktop hardware and software, including desktops, laptops, docking stations, thin clients, printers, operating systems and standard applications.
- Diagnose, troubleshoot, and resolve hardware, software or other network and system problems, and replace defective components when necessary.
- Configure security settings or access permissions and troubleshoot network or connectivity problems for groups or individuals.
- Optimize network performance and reliability by maintaining hardware and software, analysing technical issues, and ensuring availability to system users.

SOC Analyst L1 | Omega Healthcare Management Services Pvt., Ltd. Nov'19 – Nov'20 | Bangalore

- Having 1 year of experience as Security Analyst Security Information and Event Management (SIEM) in IBM Q-Radar.
- SIEM operational task Dashboard, Filter, Log Activity, Reports. Monitor real time security events on SIEM (Q-Radar) console.
- Working on incidents and reviewing the alerts and doing detailed analysis on alerts.
- Monitor computer networks for security issues and investigating security breaches.
- Generating and Making Daily, Weekly and Monthly reports and charts.
- Good Knowledge on TCP/IP, Security concepts, WAN, LAN concepts and Firewall security policies.
- Detecting Suspicious Logs, creating reports and Charts for easy understandable by client.
- Monitor computer networks for security issues and investigating security breaches.

Dot Net Developer | Sourab Infotech Pvt Ltd | Jan'17 – July'17 | Vijayawada

- To develop, design, test, maintain and support custom mobile and web applications.
- To write the high-quality code to meet customer requirement.

EDUCATION

- 2013 – 16 **MCA** at Prasad V Potluri Siddhartha Institute of Technology.

CERTIFICATIONS

- Cybersecurity Essentials Certificate of Completion by Cisco Networking Academy.
- Introduction to Cybersecurity Certificate of Completion by Cisco Networking Academy.

Y Sairam kiran

Cyber Security Analyst

CONTACT ME

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TOOLS & TECHNOLOGY

IBM Q-Radar

Splunk Enterprise

Cortex X-SOAR

IBM X-FORCE

Networking & System

Windows & Linux OS

TCP/IP Protocols

IDS, IPS & Firewall

IP Void, Abuse IPDB

Virus Total

Ticketing Tools

McAfee

Security Information and
Event Management (SIEM)