ARAFAT MULLA

Cloud Support Engineer | IT Infrastructure Specialist | Aspiring Cybersecurity Analyst | AWS | CEH (Pursuing) | SIEM | Firewall | Vulnerability Management

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LinkedIn | Website

Summary:

Cloud & IT Support Engineer with 3+ years of experience in desktop support, infrastructure management, and cloud platforms (AWS, NICSI). Strong foundation in cybersecurity with hands-on work in vulnerability assessments, SIEM monitoring, and firewall configurations. Adept at managing IT operations for large organizations and government websites. Currently pursuing CEH certification. Passionate about solving real-world IT problems with secure and scalable solutions.

Skills:

Cloud & Infra: AWS (EC2, S3), NICSI, VPNs
Security Tools: Nessus, Wazuh SIEM, Wireshark, MITRE ATT&CK, Event Viewer
Networking: CCNA, LAN/WAN, Firewall Rules, DNS, DHCP, Switches
IT Support: Windows OS, Email Config, Hardware Troubleshooting, Printer/Scanner Setup
Monitoring: Log Analysis, Vulnerability Scans, Threat Detection
Other Tools: Nmap, RDP, MS Office, Windows Admin Center
Soft Skills: Documentation, User Training, Issue Resolution, Process Communication

Experience:

ITSM Consultant

Inspyrisys Systems & Solutions Ltd (MRF Goa Plant) - Oct 2023 – Jan 2024

• Provided desktop, printer, and hardware support to 50+ internal users.
• Handled 15–20 daily service tickets, ensuring smooth IT operations across the plant
• Configured 10+ mail clients and supported network setups during onboarding.
• Helped reduce average incident resolution time by 25% by streamlining support workflow.
• Maintained 99% uptime for all user-facing infrastructure and hardware systems.

Cloud Desktop Support Engineer

Goa Electronics Ltd via Dynacons Systems & Solutions – Goa, India – June 2022 – June 2023

• Maintained and supported 15+ Goa government websites hosted on AWS and NICSI cloud.
• Configured and monitored firewall rules across 100+ endpoints, improving perimeter security.
• Conducted vulnerability assessments on 10+ applications, reducing risks by 40%.
• Collaborated with 6+ departments to document IT policies and streamline workflows.
• Delivered L1–L2 support to 200+ users, with a 98% ticket resolution rate within SLA.
• Led incident triage and log analysis for monthly compliance audits.

Projects:

Wazuh SIEM Deployment & Monitoring

- Deployed Wazuh SIEM to monitor endpoints and generate real-time alerts.
- Integrated MITRE ATT&CK framework for detection mapping.
- Developed custom alert rules and dashboards for faster incident response.

Vulnerability Management with Nessus

- Performed scans on internal websites and critical systems.
- Created a risk report and collaborated with dev teams to remediate vulnerabilities.

IoT-Based Home Automation (Academic Project)

- Built smart home prototype using NodeMCU, sensors, and Android control app.
- Enabled real-time switching and remote access to connected appliances.

Certifications:

- Certified Ethical Hacker (CEH) — **Pursuing** *(Expected 2025)*
- CCNA Fundamentals — Self-studied (Lab practice + theory)

Education:

Post Graduate Diploma in Cybersecurity

Computer Technique – 2023 (Ongoing)

Bachelor of Computer Applications (BCA)

Goa University – 2020

Higher Secondary Education – Science

P.E.S Higher Secondary School – 2017

Achievements:

- 2nd Place – National Workshop Series on Ethical Hacking
- Participated in State-Level IoT Expo "Kalpak" – Goa
- Finalist – Website Design Competition by DHE Goa
- Represented college in multiple sports and tech events

Languages:

English, Hindi, Konkani, Urdu