

SUMIT SINGH

IT Professional

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📍 Gurgaon, Haryana, India



SUMMARY

I am an IT professional with over 6 years of experience in IT support, IAM operations, and SOC analysis. I possess expertise in troubleshooting, user access management, and security event analysis.

My goal is to leverage my skills in IT Support, SOC Analysis, or Access Management. I bring strong analytical, problem-solving, and communication abilities to every task I undertake

EXPERIENCE

Analyst

HCL Technologies

📅 09/2022 - Present

IT services and consulting company specializing in various sectors

- Monitored security events with SIEM tools
- Analyzed alerts and escalated critical issues
- Contributed to security protocols and procedures
- Performed vulnerability assessments and audits
- Collaborated to enhance security
- Conducted artifact analysis to identify root causes and scope of incidents
- Works with automation teams for effort optimization and automating routine tasks

Associate

Concentrix

📅 06/2019 - 09/2022

Global provider of customer experience solutions

- Managed user access and permissions
- Performed user account provisioning and de-provisioning
- Troubleshooted access-related issues
- Ensured compliance with access management policies
- Maintained IAM solutions and workflows
- Audited vendor compliance (PCI DSS, NIST, ISO 27001, SOC 2) to identify vulnerabilities, recommend risk mitigation, and deny onboarding to high-risk vendors.

Sr Engineer

Pacetel Systems Pvt Ltd

📅 05/2017 - 08/2018

IT service provider focusing on technology solutions

- Provided technical assistance to end-users
- Troubleshooted hardware and software issues
- Installed and configured systems
- Documented support requests
- Escalated complex issues

EDUCATION

Bachelor of Computer Applications (BCA)

[Uttarakhand Technical University \(UTU\)](#)

📅 08/2014 - 08/2017 📍 Dehradun, India

CERTIFICATION

[Google IT Support Professionals by Google \(Coursera\)](#)

Certification focused on IT support skills

[Cisco Certified Networking Associate Routing and Switching \(CCNA\)](#)

Certification in Cisco's networking technology

[Hands-on PowerShell for Active Directory](#)

Course aimed at using PowerShell for Active Directory management

[SQL Server Certification](#)

Certification covering SQL Server Database technologies

[AWS, GCP, and Azure Cloud Certified IAM](#)

Certification for cloud services and management in AWS, GCP, and Azure

[Microsoft Gen AI Certification](#)

Certification focusing on Generative AI applications

SKILLS

Active Directory		AWS	Azure	
Azure Cloud		CCNA	Cisco	
DHCP	DNS	GCP	IAM	IDS
SailPoint	CyberArk	Ping AM		
ISO 27001	Linux	Okta	PCI	
ServiceNow	SIEM	SQL	VLAN	
Windows Server		PowerShell		
Windows 10	PCI DSS	Gmail		
SWITCHING	TCP			

