TUSHAR BASAK

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OBJECTIVE

Results-driven IT professional with 2+ years of experience in network and system support, specializing in cybersecurity operations. Skilled in managing network infrastructure, incident response, and threat detection using industry-standard tools (SIEM, IDS/IPS, Nessus, Nmap, Wireshark). Adept at troubleshooting, vulnerability management, and securing endpoints across Windows and Linux environments. Seeking to contribute analytical, technical, and problem-solving skills to strengthen your organization's network security and ensure operational resilience.

EXPERIENCE

IT Support Engineer — Jan 2023 – Jun 2025
Secure Life HR Service Private Ltd. — *New Delhi*

- Delivered Tier-1 and Tier-2 technical support across **Windows/Linux environments**, efficiently resolving technical issues and minimizing downtime in line with defined SLAs.
- Managed user access and permissions through **Active Directory**, ensuring secure authentication, authorization, and compliance with internal access control policies.
- Monitored and enhanced **endpoint security** through proactive antivirus management, system patching, and vulnerability assessments, contributing to a robust defense against potential threats.
- Led troubleshooting efforts for **network issues** (LAN/WAN, VPN, DNS, DHCP), significantly improving network reliability and performance. Assisted with the configuration and management of critical **network equipment**.
- Provided secure, remote support for end-users via **RDP**, **SSH**, and other tools, while maintaining documentation of incidents and solutions within **ITSM platforms** (e.g., ServiceNow).
- Conducted **incident response** by identifying and mitigating security threats, contributing to the **root cause analysis** and resolution of recurring issues. Assisted in implementing solutions to prevent future incidents.
- Actively participated in **cybersecurity awareness training**, enhancing end-user knowledge on phishing, password policies, and best practices for data security.
- Assisted in the configuration and management of **firewall** and **VPN** solutions, strengthening the organization's perimeter defenses.

TOOLS & SKILLS

- **Cybersecurity Operations:** Threat Detection, Incident Response, Log Analysis, SIEM (Splunk, Elastic, OSSIM)
- **Vulnerability Management:** Nessus, OpenVAS, Nmap, Burp Suite, Metasploit
- **ITSM & Remote Support:** ServiceNow, Freshservice, RDP, SSH
- **Networking & Security Tools:** Wireshark, IDS/IPS, VPN, Firewall Configuration (Cisco, Palo Alto)
- **Identity & Access Management:** Active Directory, Group Policy, MFA, User Provisioning
- **Scripting & Automation:** Python, Bash, PowerShell (for log parsing and task automation)
- **Operating Systems:** Windows Server, Linux (Ubuntu, CentOS), System Hardening & Patching

EDUCATION

Master of Computer Applications, Manipal University, Jaipur — May 2021 - July 2023
CGPA: 8.92

Bachelor of Science, Swami Vivekananda Subharti University, Meerut — July 2016 - Dec 2019
Percentage: 68.5%

Intermediate, St. Aloysius High School, Kanpur — May 2015 - May 2016
Percentage: 60%

High School, St. Aloysius High School, Kanpur — May 2013 - May 2014
Percentage: 72%

CERTIFICATIONS

- Tata Group - Cybersecurity Analyst Job Simulation **Forage** View July 2024

- Tata Strive - Cybersecurity Trainee Program **Tata Strive | SAP India** View May 2024 – Sept 2024

PROJECTS

- **Embedded Device Security Assessment:** Extracted firmware from an IoT device and performed static and dynamic analysis using *IDA Pro* and *Ghidra.* Identified misconfigurations, decrypted stored credentials, and recommended hardening measures. Gained hands-on experience with UART and JTAG exploitation for unauthorized access and debugging.

- **Web & Binary Exploitation Labs (PortSwigger & TryHackMe):** Completed 30+ labs on PortSwigger covering OWASP Top 10 vulnerabilities such as *SQLi, XSS, CSRF, SSRF*, and 5+ machines on TryHackMe involving *privilege escalation, misconfigurations, and secure coding flaws.* Strengthened practical skills in reconnaissance, exploitation, and remediation.

- **Penetration Testing on Metasploitable2 and IoT Device:** Conducted full-scope VAPT by scanning with *Nmap*, identifying vulnerabilities, and exploiting them using the *Metasploit Framework.* Demonstrated exploits such as *buffer overflows* and *firmware backdooring.* Documented findings and proposed mitigations aligned with CVSS scoring.

LEADERSHIP

City President Jan 2023 - Dec 2023
BloodConnect Foundation *Kanpur, UP*

- Spearheaded a 2-tier team of 20+ students, efficiently managed a budget of INR 2.5 LPA, and improved helpline processes for enhanced customer satisfaction.
- Organized 20+ blood donation camps, collecting 1K+ units of blood, impacting 3K+ lives, and inspiring campus community participation.
- Demonstrated leadership, budget management, process improvement, and community engagement.