

Umang Nagda

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Enthusiastic IT professional working towards my OSCP. Finished the Jr. Penetration Tester pathway on TryHackMe.

TECHNICAL SKILLS

Programming & Scripting: Python, PowerShell, Bash, SQL, Android (Java/Kotlin)

DevOps Tools: Terraform (basic), Docker (basic)

Cloud & Virtualization: Microsoft Azure, Azure Active Directory, Intune, SharePoint, Exchange, Hyper-V, VMware vSphere, Citrix VDI

Security Tools: Azure Sentinel, Tenable Nessus, Palo Alto Firewalls, Defender, Intune, Mimecast, Cortex XDR, PRTG, Darktrace

Networking: Dell/Cisco Switch Management, Firewall Rule Auditing

PROFESSIONAL EXPERIENCE

2nd Line Technical Consultant (With Security and Infra focus)

Krome Technologies | October 2024 – April 2025

- Take part in a code review to allow running of scripts in client environment without any security risks.
- Responded to SOC alerts, analysed network logs, and implemented mitigation strategies for compliance with ISO27001 and SOC2.
- Deployed and managed Azure Sentinel, Nessus, and Palo Alto Firewalls for client environments.
- Developed PowerShell scripts to automate device patching and compliance checks.
- Supported Azure AD configurations and device management via Intune.
- Manage and verify backup solutions and implement disaster recovery plans.
- Delivered technical training and mentorship to junior engineers and end users.

1st line Desktop Support Engineer

Krome Technologies | May 2022 – September 2024

- Delivered first-line technical support, resolving issues across hardware, software, and networks.
- Managed service requests using ServiceNow and Ivanti.
- Maintained infrastructure uptime and escalated incidents requiring deep analysis.
- Awarded "Employee of the Month" for high KPIs and team contributions.

EDUCATION

M.Sc. in Network and Information Security (NCSC Certified Pathway)

Kingston University | March 2021 - March 2023

- Specialized in risk management (NIST, OCTAVE), disaster recovery, and IT continuity.
- Researched the use of blockchain for decentralized DNS infrastructure.
- Developed a secure note-taking app using obfuscation and local encryption.
- Volunteered as a student tutor and representative, advocating for improved academic support.

B.Sc. in Information Technology (Grade 8.8)

Mumbai University | July 2017 - October 2020

- Gained hands-on experience in programming and relational database management systems (RDBMS).
- Focused on CCNA-aligned networking and system security.
- Created an adaptive traffic management system using sensor-based automation.