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Professional Summary

CCNA-certified IT and platform operations professional with hands-on experience in alert triage, incident ticketing, network troubleshooting, cloud-connected systems, monitoring, change support, scripting, and runbook documentation. Strong fit for platform control center operations, proactive system monitoring, service continuity, internal customer support, and repeatable incident response.

Professional Experience

DevOps Security Engineer | Accenture *Jul 2021 – Nov 2023 Hyderabad, India*

- Triaged platform and security-related alerts across Azure- and AWS-connected environments, investigated service issues, reviewed logs, and documented escalation-ready tickets in ServiceNow and Jira.
- Owned assigned incidents and requests through investigation, prioritization, stakeholder updates, escalation notes, and closure documentation for engineering and platform teams.
- Supported incident response and service continuity by coordinating with delivery, engineering, security, and platform teams to troubleshoot deployment, access, connectivity, and reliability issues.
- Built Prometheus and Grafana dashboards to monitor service health, surface anomalies, and improve visibility into reliability, performance, and operational risk.
- Supported change execution across Azure DevOps, GitLab, Docker, and Kubernetes workflows, including change reviews, rollout/rollback validation, deployment troubleshooting, and runbook updates.
- Automated recurring platform checks, baseline support tasks, and evidence collection using Python, PowerShell, Bash, and Ansible to improve consistency in operational workflows.
- Supported infrastructure and configuration workflows using Terraform, Ansible, YAML, and Git-based processes to make deployment support more repeatable and reviewable.
- Managed vulnerability remediation workflows using Qualys, Nessus, Rapid7, and SonarQube outputs; tracked owners, documented remediation status, and confirmed closure with rescan evidence.
- Produced runbooks, SOPs, troubleshooting notes, remediation summaries, access records, and change documentation to support handoffs, audits, post-issue review, and repeatable operations.

Cyber Security Analyst | Community Dreams Foundation *Feb 2026 – Present Remote*

- Performed authorized testing of the PUConnect dashboard and Supabase backend, documenting authentication, OTP, throttling, token-expiry, and user-enumeration findings with reproducible evidence.
- Reviewed access-control behavior and backend security patterns, then translated findings into practical remediation guidance for product and engineering stakeholders.
- Communicated technical issues clearly through reproduction steps, risk impact, evidence notes, remediation recommendations, and follow-up documentation.

IT Network Support Technician | Netcenter *Jun 2020 – May 2021 India*

- Supported Windows desktops, laptops, LAN connectivity, printers, shared resources, and day-to-day technical troubleshooting in a 30+ computer environment.
- Troubleshot hardware, software, DNS/DHCP, network connectivity, IP conflicts, slow connectivity, malware symptoms, and performance issues to restore user productivity.
- Built and supported LAN infrastructure involving routers, switches, cabling, IP addressing, DHCP, DNS, NAT, Wi-Fi, printers, and shared resources.
- Documented recurring issues, troubleshooting steps, and standard fixes to improve handoffs and make common network and endpoint support work more repeatable.

Academic Experience

Cybersecurity Graduate Student | University of North Texas *Jan 2024 – Dec 2025 Denton, TX*

- Completed hands-on labs involving network security, Linux/Ubuntu troubleshooting, packet analysis, vulnerability management, SIEM/EDR workflows, incident detection and response, and technical documentation.
- Practiced alert triage, suspicious authentication investigation, network troubleshooting, packet capture analysis, endpoint visibility checks, root-cause analysis, and analyst-style incident documentation.

Projects

Microsoft Sentinel Training Lab GitHub

- Built cloud SIEM workflows with data connectors, analytics rules, KQL queries, watchlists, workbooks, suspicious authentication triage, entity investigation, incident handling steps, and validation evidence.

Wazuh SOC / EDR Home Lab GitHub

- Deployed and troubleshot Ubuntu VM-based monitoring infrastructure, validating agent onboarding, endpoint visibility, log collection, alert review, brute-force detection, IP reputation blocking, and repeatable triage notes.

CCNA Enterprise Campus Mega Lab GitHub

- Built a Cisco campus lab with VLANs, inter-VLAN routing, OSPF, HSRP, EtherChannel, ACLs, DHCP, NAT/PAT, secure device management, routing design, configs, and verification outputs.

Secure SMTP Mail Server Deployment GitHub

- Deployed an iRedMail-based Linux mail server with TLS, SPF, DKIM, and DMARC; documented DNS validation, Linux setup, hardening decisions, and maintenance steps.

Certifications

Cisco Certified Network Associate (CCNA) **CompTIA Security+** **ISC2 Certified in Cybersecurity (CC)**
Google Foundations of Cybersecurity *Mar 2024*

Skills

Platform Operations **Incident Response:** alert triage, incident ticketing, ticket ownership, escalation notes, stakeholder updates, service continuity support, root-cause analysis, post-issue review support, ServiceNow, Jira **Networking Collaboration Infrastructure Fundamentals:** TCP/IP, DNS, DHCP, NAT, VLANs, inter-VLAN routing, OSPF, HSRP, EtherChannel, ACLs, Wi-Fi, LAN troubleshooting, routers, switches, Wireshark, tcpdump **Cloud, Virtualization Systems:** Azure, AWS, Docker, Kubernetes, Linux/Ubuntu VMs, VirtualBox, Windows support, Azure DevOps, GitLab, GitHub, rollout/rollback support, deployment validation **Monitoring, Automation Documentation:** Prometheus, Grafana, Microsoft Sentinel, Wazuh, AWS CloudTrail, Python, Bash, PowerShell, Ansible, Terraform, YAML, KQL, runbooks, SOPs, change documentation

Education

Master of Science in Cybersecurity *Dec 2025 University of North Texas, Denton, TX*
Bachelor of Engineering in Computer Science *JB Institute of Engineering, India*