

VIKAS PANDEY

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Professional Summary

Senior Cybersecurity Engineer with 6.5+ years of expertise in developing and implementing advanced cybersecurity strategies and operations for a multi-million-dollar project, with specialized knowledge in Email Security, Endpoint Security, Data Security, Cloud Security, SIEM & SOAR.

Skills

- Cisco IronPort
- M365 Defender
- MS Exchange Online
- Azure Sentinel
- Intune
- Red Sift OnDMARC
- Zscaler
- Cisco Domain Protection
- MS Purview
- Torq HyperAutomation
- Linux Administration
- SIEM + SOAR

Work Experience

Cloud Solution Specialist

08/2022 to Current

HANU SOFTWARE SOLUTIONS – Uttar Pradesh

- Deployed advanced email security measures with Cisco Agari, achieving significant 40% reduction in phishing and spoofing threats, which bolstered organizational email integrity and user confidence.
- Enhanced efficiency and security by contributing to continuous refinement of Email Security solutions, utilizing Cisco Email Gateways, M365 Defender, MS Exchange Online, Red Sift OnDMARC, and Abnormal Security.
- Collaborated in configuring and deploying MDE, harnessing EDR, ASR, and Intune for efficient endpoint management for 30k+ devices, while reinforcing endpoint security defenses through vigilant security monitoring, incident response, and policy enhancements.
- Led onboarding/offboarding processes for 5000+ endpoints and handled policy configuration and exclusions through Intune.
- Implemented Printer Groups in Azure Purview's Endpoint DLP Settings, restricting printing of sensitive documents and achieving 50% decrease in unauthorized print incidents.
- Configured Sensitivity Labels and DLP Policies within MS Purview, achieving 100% regulatory compliance and reducing unauthorized data access incidents by 35% in first quarter.
- Engineered robust Retention Label Policies for SharePoint sites, protecting over 3,000 essential documents from unauthorized changes, which boosted data integrity and secured full compliance with industry regulations.

- Strengthened organizational cloud & network security posture by configuring and maintaining Zscaler policies for URL filtering, SSL inspection, and Threat Prevention, reducing security incidents by 40% and enhancing overall data protection.
- Developed and optimized over 20 KQL queries for analytical rules, customized 10+ Workbooks for targeted scenarios, and created 5 Playbooks, enhancing threat detection by 30% and response capabilities on Azure Sentinel SIEM & SOAR solution.
- Designed tailored training programs for clients, equipping end-users with knowledge required for successful solution utilization.

Sr. Technical Support Engineer

05/2021 to 06/2022

THEOREM INDIA PVT. LTD – Karnataka

- Facilitated 70% package installation/upgrades on RHEL servers using YUM and RPM with managed repositories
- Resolved 98% of incident tickets within defined SLA, addressing issues such as sudo problems, network disruptions, password/account complications, LVM management, and service outages.

Technical Support Consultant

06/2019 to 04/2021

ADOBE SYSTEMS INDIA PVT. LTD – Uttar Pradesh

- Streamlined server migration to cloud via EC2, ELB, and EBS services, reducing migration time by 50% and boosting efficiency by 30%
- Created Route 53 (DNS) records for clients and dealt with installation of SSL certificates on Elastic Load Balancers
- Architected and deployed AutoScaling Groups and Elastic Load Balancers, ensuring 99.9% service availability while enhancing resource utilization by 30%
- Executed seamless integration of Adobe Admin Console with org IDPs, enabling 70% user license provisioning and SSO setup for Adobe apps, significantly improving operational efficiency and security protocols.

Customer Service Associate

10/2017 to 06/2019

AMAZON INDIA PVT. LTD – Uttar Pradesh

- Directed NA retail customer service desk, efficiently managing and resolving 1,500+ monthly queries related to orders, devices, and accounts, achieving 97% customer satisfaction rate
- Addressed 85% of business customer emails and web queries, efficiently handling first and second-level troubleshooting for business applications, resulting in 30% reduction in ticket backlog and 20% improvement in resolution time.

Education

Bachelor of Technology: Mechanical Engineering

2017

Moradabad Institute of Technology - Moradabad, UP

Senior Secondary Certificate

2011

Certifications

Microsoft Certified: Azure Administrator Associate

Microsoft Certified: Azure Fundamentals

Microsoft Certified: Security, Compliance, and Identity Fundamentals