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Education

Pondicherry University

2023-2025

Master of Business Administration

University Of Calicut

2018-2021

Bachelor of Computer Application

Relevant Coursework

- Bug Bounty
- Cyber Security
- Network security
- Database Management
- HTML
- Linux
- Systems Programming
- Administrator

Experience

UST GLOBAL

Network Support Engineer

Kochi , Kerala

- Monitor customer infrastructure using tools or Assessed SOPs to identify failures and mitigate the same by raising tickets with defined priority and severity 2 Update SOP with updated troubleshooting instructions and process changes 3) Mentor new team members in understanding customer infrastructure and processes
- Time bound elevations and routing of tickets – OLA Adherence 4) Schedule Adherence in managing ticket backlogs 5) of NCs in internal/external audits 6) Number of KB changes suggested 7 Production readiness of new joiners within agreed timeline by one-on-one mentorship 8) 75 Percentage Completion of all mandatory training requirements
- Monitor knowledge with Different infrastructure tools 3) Fair understanding of customer infrastructure ability to co-relate failures 4) Networking: a. Understanding of IP addressing. Moderate knowledge in Network show commands across routers switches Firewalls Load balance. Should have basic knowledge in High CPU High Bandwidth usage reasons Basics in Port-Channels and ether channelise
- Follow up on tickets based on agreed timelines manage ticket backlogs/last activity as per Analyzed process in specific 1 to 10 hours as per the priority

Projects

Automatic Accident Alert System | *Android, Python, MySQL*

- Accidents and the death rate due to road accidents are increasing at an alarming rate. Most of the accident deaths that happen are due to the lack of immediate medical assistance, on the roads like express highways
- Created a feedback loop with emergency service providers that led to a 25 Percentage increase in actionable data collected, enhancing strategies for future medical assistance deployment in accident-prone areas
- Developed a data storage system for ultrasonic sensor measurements of road depth and height, facilitating immediate access to critical information for government authorities and over 1,000 vehicle drivers via GSM communication
- Designed and implemented a distance detection sensor for vehicles, which facilitated immediate activation of emergency services; resulted in a 30 Percentage faster response time for hospital and police assistance in critical situations

Built-in Linux Application Firewall | *iptables*

- iptables is the primary firewall utility program developed for Linux systems. The program enables system administrators to define rules and policies for filtering network traffic
- The rules provide a robust security mechanism, defining which network packets can pass through and This should block. iptables protects Linux systems from data breaches, unauthorized access, and other network security threats
- Configured detailed filtering rules within iptables for robust traffic management; reduced system vulnerabilities by addressing the top three identified risks during initial audits and fortifying defenses against potential attacks

Certifications

Certified Soc Analyst

CICSA

Language

1. English
2. Malayalam
3. Hindi