

Rajesh kumar Samal

samalrajeshkumar99@gmail.com | +91 9777841147

Andheri(W), Mumbai | www.linkedin.com/in/raj1a68b51a6

Profile Summary:

Cybersecurity and IT Support Engineer with 3+ years of experience in endpoint security, desktop support, and network troubleshooting. Working with SOC teams and involved in real-time monitoring, EDR/XDR handling, vulnerability assessment, and basic incident response. Hands-on experience with **SIEM tools**, malware detection, and offensive testing using **DVWA** and **Metasploit**. Proficient in endpoint defense, compliance support, and security event triage.

Experience

IT Support Engineer

Dec-2023 - Present

Kyndryl India

- Deployed and maintained **Sophos EDR/XDR** and **VPN** for endpoint security and remote access.
- Handled technical escalations, OS troubleshooting, and patching across Windows-based environments.
- Assisted in preliminary malware analysis, endpoint compromise investigation, and incident triage.
- Supported internal vulnerability checks and endpoint compliance reviews.

Desktop Support Engineer

Aug-2022 to Nov-2023

HV Software

- Delivered comprehensive end-user support across desktops, laptops, printers, and mobile devices.
- Performed software installations, OS upgrades, patch updates, and antivirus deployment.
- Conducted desktop-related troubleshooting, including system crashes, slow performance.
- Managed domain join operations, user account setup, email configuration, and shared folder access.
- Assisted in IT monthly compliance reporting.

Education

MCA (Master of Computer Application)

2022

Maharaja Sriram Chandra Bhanjdeo University

B.Sc. (Bachelor of Science)

2020

Fakir Mohan University

Skills

- EDR & Endpoint Tools: Sophos, Windows Defender, Zscaler
- SIEM Exposure: Log analysis in Qradar, alert triage
- System Administration: Windows/Linux troubleshooting, Active Directory.
- Security Tools: DVWA, Nmap, Wireshark, Burp Suite (basic)
- Ticketing: Service Hub, BMC Remedy

Certification

- **Certified Ethical Hacker (CEH) V13 -**

In Progress (RST Forum)

Hobbies:

- Explore new places and cultures. Reading books.