

CHANCHAL

Kochi, India | 9037671440 | chanchalchachu103@gmail.com | linkedin

OVERVIEW

IT professional with 5 years of experience in ATM monitoring and IT support, now transitioning into cybersecurity. Completed a cybersecurity preparation course from CyberSPAIS and holds the CompTIA Security+ certification. Equipped with strong foundational knowledge in threat management, network security, and incident response. Actively seeking entry-level roles to apply technical skills and grow within the cybersecurity field.

WORK EXPERIENCE

Financial Software and Systems Private Limited

Ernakulam, Kerala

Technical Associate (L1 Support) Worked for CSB

Aug 2022 - Jul 2025

- Managing and updating live and backup databases, including server log backups and regular maintenance tasks.
- Handling ATM switch servers: disk management, logs cleanup, restarting services, and configuring newly deployed ATMs.
- Monitoring ATM transaction activity, identifying anomalies, and collaborating with L2 support for escalations.
- Analyzing suspected transactions by verifying log data and reconciling cash loading discrepancies.
- Providing customer and branch support via phone and email for technical issues and transaction queries.
- Leading coordination efforts between engineering teams and departments for timely issue resolution.
- Mentoring new team members and assisting with escalated technical issues.

Felidae Infosec Pvt Ltd

Ernakulam, Kerala

Facility Management Engineer (L1 Support)

Mar 2020 - Jul 2022

- Acted as first-line support for ATM-related technical issues; coordinated with ATM engineers for on-site resolution.
- Assisted branch custodians with basic ATM troubleshooting and arranged field engineer visits when necessary.
- Logged and tracked ATM downtime; ensured issue reporting to the relevant department for prompt action.
- Responded to customer and branch inquiries regarding ATM internal operations and transactional discrepancies.
- Maintained regular communication via email and phone to support smooth ATM operations.
- Developed foundational skills in system monitoring, ATM log analysis, and server interaction under supervision.

CERTIFICATIONS

CompTIA

Kochi, Kerala

Security+

- An industry-recognized certification that validates core knowledge of cybersecurity principles, including threat detection and response, network security, cryptography, identity and access management, risk management, and security best practices. Demonstrates the ability to assess and secure systems, monitor networks, and respond to security incidents in compliance with industry standards.

Certified Security Practitioner (CSP)

- A globally recognized certification that demonstrates advanced knowledge and skills in cloud security architecture, governance, risk, compliance, and operations. Covers key domains including cloud data security, cloud platform and infrastructure security, legal and regulatory requirements, and cloud application security. Validates the ability to design, manage, and secure cloud environments while ensuring data integrity and privacy in compliance with international standards.

Futuro IT Solutions*Python Developer & Software Testing*

- Trained in Python fundamentals, OOP, file handling, and basic application development with hands-on scripting and automation projects.
- Covered manual and automated testing, test case design, defect tracking, and tools like Selenium for real- world QA practices.

TECHNICAL SKILLS

Cybersecurity & Information Security

- Security Controls & Frameworks (CIA Triad, NIST basics)
- Identity & Access Management (IAM)
- Data Classification & Labeling
- Threat & Vulnerability Management
- Patch & Change Management
- Security Monitoring – IDS, IPS, EDR, DLP, SIEM
- Incident Response (L1 Support)
- Network Access Control (NAC)

Network Security & Management

- Monitored network performance and provide first level support of network related issues, including LAN, MAN connectivity, routers, switches and fire walls.
- Basic trouble shooting and diagnostics of network hardware and software issues escalating to L2 Engineers.
- Conduct routine health checks and monitored alerts from monitoring tools

Soft Skills & Core Competencies

- Strong Communication & Collaboration
- Problem Solving & Analytical Thinking
- Leadership & Team Coordination
- Quick Learner & Adaptable
- Customer & Branch Support Experience

EDUCATION

KMEA Arts & Science College**Ernakulam, Kerala***Bachelor of Computer Applications**Graduation Date: Mar 2018***S.D.P.Y Higher Secondary School****Kochi, Kerala***Plus Two Computer Science**Graduation Date: Mar 2013***S.D.P.Y Central School****Kochi, Kerala***SSLC**Graduation Date: Mar 2011*

ACADEMIC PROJECT

MAIN PROJECT

Online Crime File Management

- It is a web-based application. This software provides facility for reporting online crimes, complaints, missing persons and show most wanted criminals.
- Technology used: .Net and MYSQL

MINI PROJECT

Human Resource Management System.

- To automate existing system of manually maintaining the records of employee, reports & other transaction details to be computerized.
- Technology used: Visual Basic 6.0 and SQL Server 2008

REFERENCES

- Anil Kumar, **Manager**
Financial Software and Systems Private Limited
anilkumarkesavan@fsstech.com - 7034668844
- Amal krishnan, **Technical Associate L2**
Financial Software and Systems Private Limited
amalkrishnan@fsstech.com - 9544968480