

IT SUPPORT ENGINEER / CYBER SECURITY ANALYST

Rajesh Babu Tripathi

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PROFESSIONAL SUMMARY

*IT Support Engineer with strong Cybersecurity expertise and X+ years of experience supporting enterprise IT environments. Proven ability to deliver **Tier 1 & Tier 2 support**, secure endpoints, and assist in security operations. Hands-on experience with **Windows systems, Active Directory, Office 365, endpoint protection, vulnerability management, and incident response**. Adept at reducing security risk while maintaining high user satisfaction in compliance with **ITIL and NIST standards**.*

TECHNICAL SKILLS

Operating Systems: Windows 10/11, Windows Server 2016/2019, macOS (basic), Linux (basic)

Desktop & Hardware: Desktops, Laptops, Printers, Mobile Devices, Imaging, Deployment

Microsoft & Cloud: Active Directory, Group Policy, Azure AD, Office 365, Intune, SCCM

Networking: TCP/IP, DNS, DHCP, VPN, LAN/WAN, Wi-Fi

Cybersecurity: Endpoint Security, Antivirus, Firewalls, SIEM (Splunk – basic), Vulnerability Scanning, Patch Management, MFA, Incident Response

ITSM & Remote Tools: ServiceNow, Jira, Freshservice, Remote Desktop, TeamViewer

Frameworks: ITIL, NIST, ISO 27001 (basic), CIA Triad

PROFESSIONAL EXPERIENCE

IT Support Engineer / Security Support Analyst

Comnet Innovations Pvt. Ltd – New Delhi, India

July/2019 – Present

- **Provided Tier 1 & Tier 2 desktop support to 100+ users in an enterprise environment**
- **Installed, configured, and supported Windows 10/11 systems and Office 365 applications**
- **Managed user access, password resets, and group policies using Active Directory & Azure AD**
- **Monitored endpoint security alerts and assisted in incident response and escalation**
- **Applied patch management and antivirus updates, reducing vulnerabilities by 35%**
- **Supported VPN and remote access with multi-factor authentication (MFA)**

- Logged, tracked, and resolved incidents using **ServiceNow**, consistently meeting SLA targets
- Assisted in security audits and compliance documentation

IT Support Engineer / Junior Cybersecurity Analyst

Comnet Innovations Pvt. Ltd – New Delhi, India

July/2011 – June/2019

- Delivered on-site and remote support for desktops, laptops, and peripherals
- Performed OS installations, system imaging, and secure workstation deployments
- Assisted with **security incident triage**, log review, and threat analysis
- Conducted vulnerability scans and documented remediation actions
- Supported firewall configurations and endpoint protection tools
- Educated users on **phishing awareness and security best practices**
- Maintained IT asset inventory and security documentation

PROJECTS & ACHIEVEMENTS

- Reduced malware and endpoint incidents by **40%** through enhanced security controls
- Implemented **MFA for 50+ users**, strengthening access security
- Migrated 200+ users to **Office 365** with secure configuration standards
- Standardized secure desktop build process, improving deployment speed by **30%**

My Achievement Award:-Honorary Doctorate Award-2025(WCEPC-New Delhi-India)

EDUCATION (Degree/Diploma)

**MA Degree-1997-From Kanpur University, Kanpur/ eMBA-2010- NIBM Chennai/
Master Diploma in Cyber Security Expert/ Master Diploma in Data Scientist/
Master Diploma in A.I. Engineer/ Master Diploma in Cloud Architect/ Master
Diploma in Data Analyst/ Master Diploma in Business Analyst/ Master Diploma in
Big Data Engineer/ Master Diploma in DevOps Engineer/ Master Diploma in -
Digital Project Manager/ *(Simplilearn is the Globally Valid Institute)**

Above All Master Diploma from Simplilearn-(Duration:-February-2021 To June-2025)

- All Master Diploma Link:-<https://www.credential.net/profile/rajeshbabutripathi76363/wallet>

CERTIFICATIONS

- **CompTIA Security+ from Simplilearn India & USA**
- **Advance Cyber Security Threats & Governance(My Great Learning)**
- **Cyber Security for Leadership & Network Security(My Great Learning)**
- **CISSP- From Simplilearn- India & USA**
- **TCSA-Diploma in TCIL-IT Certified System Administrator**
- All Certifications Link:- <https://lms.simplilearn.com/dashboard/certificate>

Note:- I have valid Indian Passport

