

VIVEK TIWARI

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About me

Technical Support Engineer in Cybersecurity with 4+ years of experience providing technical support and troubleshooting in securing both Linux and Windows environments. Skilled in deploying and maintaining security tools, assisting with incident response, and ensuring compliance across Endpoint Security, Email Security, and Network Security domains. Proficient in resolving system issues, integrating security solutions, and assisting clients in securing their infrastructures. Adept at performing server administrative tasks, managing security priorities, and offering proactive solutions to meet customer needs. Continuously expanding knowledge in cybersecurity best practices and emerging threats. Able to work under pressure with a focus on delivering reliable, secure, and compliant technical support.

Skills

- ❖ **Security Tools:** Zabbix, Data Loss Prevention (DLP), Email Security, Palo Alto Firewall
- ❖ **Forcepoint DLP:** Content Classifier, Policies and Rules, Data Security, Email Security, Web Security, Incident Management, Endpoint Security.
- ❖ **Penetration Testing:** Nmap, Burp Suite, Wireshark, SQLmap.
- ❖ **Networking:** CCNA, OSI, TCP/IP, Routing protocols, VPN, Networking devices.
- ❖ **Linux Server:** Application Server, Management, Directory Handling, Storage Management, Logical Volume Management, Automation using Bash and Python.
- ❖ **Window Server:** DHCP, DNS, ADDS, Group Policy, WDS.
- ❖ **Cloud:** Azure Active Directory, Identity Management, Instance/Storage Management, User/Group Management, AWS.
- ❖ **Operating System:** Windows, Linux, Mac.
- ❖ **Database:** Postgresql, mongodb, Influxdb
- ❖ **Zscaler Internet Access (ZIA):** Cloud Proxy & Web Filtering, SSL Inspection / Policy Configuration, VPN & Firewall Management, Threat Protection
- ❖ **SIEM Tools:** Splunk Enterprise

Education

- ❖ Completed High School from UP Board 2016.
- ❖ Completed Intermediate from UP Board 2018.
- ❖ Completed B.Sc. From Allahabad State University 2021.
- ❖ Completed M.Sc. From Allahabad State University 2023.

Additional Qualifications

- ❖ Completed Advance Diploma in Computer Hardware & Networking from Taxtron Technologies Pvt Ltd. 2021.
- ❖ Completed Microsoft Azure Fundamental 2023.
- ❖ Certified Ethical Hacker (CEH) – Udemy

Experience

Technical Support Engineer

Dataresolve Technologies Pvt Ltd, Noida, India (June 2023- Till now)

- ❖ Managed **Email Security and inDefend Advanced DLP** solutions at client sites, ensuring comprehensive endpoint protection and incident correlation on DLP dashboards for timely reporting.
- ❖ Provided technical support during application rollout and post-rollout stages, training clients and ensuring system stability on both **Linux and Windows environments**.
- ❖ Handled application updates, PostgreSQL database maintenance, backup, and restoration to ensure optimal server performance and operational continuity.
- ❖ Actively responded to support tickets via **Freshdesk, adhering to SLA** requirements and providing resolutions for technical issues and product updates.
- ❖ Created and implemented DLP policies tailored to client-specific needs, deploying SSL certificates to secure web applications and protect sensitive data from leaks.
- ❖ Analyzed client environments to recommend and implement robust data leakage prevention strategies, ensuring compliance with regulatory standards like **PII, PCI-DSS, and HIPAA**.
- ❖ Integrated security solutions with **SIEM and incident management platforms**, developing solution architectures and detailed documentation for Data Center, Disaster Recovery, and Business Continuity planning.

Desktop Engineer

S.STechnical Prayagraj, India (Jan 2021 – Dec 2022)

- ❖ Installing windows and Third party applications.
- ❖ Configure Outlook.
- ❖ Configure VPN.
- ❖ Tacking Backup and restoration.
- ❖ Troubleshoot widows issue (blue dump, hardware issue, windows installation).

Personal Information

Languages Known: Hindi and English

Gender: Male

