

Deep Vyas

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Ahmedabad, India

PROFESSIONAL SUMMARY

I'm a 2+ years experienced Network Security Engineer and passionate Cyber Security aspirant with proven knowledge to carry out security measures and ability to perform data analysis, interpret the results to identify vulnerabilities, threats and risks to protect an organization's computer network and systems.

WORK EXPERIENCE

Technical Support Engineer L1-2 (Network Security)

Jul 2021 - Present

Sophos India Pvt.Ltd • Ahmedabad, India

I was responsible for troubleshooting the Sophos UTM configuration issues and guide the client to make the configuration changes as per their business requirements. I was the first point of contact for client's issue related to the Sophos UTM in the Sophos. I was able to achieve 70% of first day resolution and 92% of timely response to the client which resulted in 98% client satisfaction. Regularly exceeded all the targeted KPI's.

Technical Support Advisor

Jul 2020 - Jan 2021

Concentrix Ltd • Gurugram, India

EDUCATION

Master of Science in Information Security

Jul 2022 - Present

IGNOU • Delhi, India

Bachelor of Computer Application (BCA)

2016 - 2019

Saurashtra University • Rajkot, India

SKILLS

- Extensive experience in operating and overlooking various security technologies such as UTM, IPS/IDS, Email Security and Phish Threat.
- Understanding of TCP/IP architecture.
- Good Analytical thinker who likes to question and research about the problem.
- Ability to communicate with cross functional departments at all levels.
- Excellent communication skills in both technical and non-technical areas.
- Presenting a concise and effective documentation related to the issue raised by the client.
- Constantly evaluating the process and procedure to make it more effective and reliable.
- Triage the service/incidence requests based on the client's business impact.
- Skilled in identifying the Indicator of compromise (IoCs) and Indicator of Attack (IoAs).
- Knowledgeable in utilizing/working with Security Information and event manager (SIEM).
- Perform log analysis generated by various security technologies such as firewall, UTM

including IPS/IDS and email, syslog server, SIEM's.

- Ability to gather cyber threat intelligence information by leveraging MITRE framework and AlienVault OTX.
- Perform digital forensics and malware analysis in case of Cybersecurity Incident.

PROFESSIONAL CREDENTIALS

- Certified Ethical Hacker V10 (CEH) - EC-Council

VOLUNTEER WORK

Cyber Awareness Campaign – Cyber awareness with Deep Vyas Dec 2021 - Present
BG News • Gujarat, India

- Publishing cyber awareness posts in BG Newspapers & digitally to aware peoples against ongoing cyber frauds.

Social Service Nov 2021 - Dec 2021
Gujarat Police • Gondal, India

- Delivered food packages to needful & homeless peoples during pandemic situation of COVID19.

AWARDS AND HONOURS

Customer Champion of the Month 2022

Sophos Support Team 10 2022

The Sophos Support team has a strong core group of Support Engineers who consistently deliver high customer satisfaction survey (CSAT) score.

Sophos Support Team 10 intends to recognise and celebrate Support Engineers for their efforts.