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**Chief Information Security Officer (CISO)** with over 11 years of proven expertise in IT and cybersecurity, specializing in cloud services, system administration, and risk management.

A forward-thinking leader adept at designing and implementing innovative strategies to enhance data protection, operational efficiency, and resilience against evolving threats. Experienced in guiding organizations through the implementation of CIS Controls and NIST Cybersecurity Framework, ensuring robust governance and compliance. Skilled in collaborating with government agencies and private enterprises to achieve critical certifications, including FedRAMP, ISO 27001, CMMC, SOC 2, and HIPAA. A trusted advisor committed to aligning cybersecurity initiatives with business goals, fostering a culture of security awareness, and driving digital transformation securely.

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## EMPLOYMENT HISTORY

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### Senior IT Engineer III / SOC Lead / CISO

Small MSP — Apr 2021 - Present

- Designs and maintains SAN environments, enhancing data security and recovery.
- Guides tech implementations, improving cloud solutions and service delivery.
- Mentors team, boosting response times and operational efficiency.
- Develops security protocols, cutting costs and improving account management.
- Leads IT infrastructure optimization, implementing disaster recovery plans.
- Mentor team members on best practices for technology solutions, fostering a culture of continuous learning. Guide implementation of Directory Services and Azure Cloud.
- Drive technological advancement through strategic implementation of cloud solutions. Champion innovative approaches to IT infrastructure management.
- Serve as escalation point for engineers and technicians, ensuring swift resolution of complex issues. Enforce best practices to optimize service delivery.
- Spearhead cutting-edge SAN environments, bolstering data security and recovery protocols while driving cloud solution enhancements for improved service delivery.
- Foster a culture of continuous learning by mentoring team members on best practices, resulting in enhanced response times and operational efficiency.
- Develop and implement robust security protocols, optimizing account management processes and realizing substantial cost reductions.

## Support Engineer II

Small MSP — Dec 2021 - Jun 2022

- Led support team, achieving 90% SLA, exceeding goals, enhancing client satisfaction.
- Managed critical operations, resolving high-priority issues, optimizing processes.
- Configured remote networks, improving infrastructure efficiency and reliability.
- Cultivated strong client partnerships, facilitating knowledge sharing and problem-solving.
- Documented network procedures, implementing quality measures, boosting system performance.
- Meticulously documented network infrastructure and maintenance procedures. Implemented robust quality assurance measures, enhancing overall system performance.
- Pioneered new site projects, integrating cutting-edge remote monitoring tools. Developed strategic maintenance schedules, markedly improving system reliability.
- Streamlined support operations, achieving 90% SLA adherence. Implemented data-driven strategies to resolve high-priority issues and optimize critical processes.
- Pioneered remote network configurations, enhancing infrastructure efficiency. Integrated cutting-edge monitoring tools, markedly improving system reliability.
- Fostered robust client partnerships, facilitating knowledge exchange. Cultivated a supportive team environment, driving collective problem-solving initiatives.
- Meticulously documented network infrastructure and maintenance procedures. Implemented comprehensive quality assurance measures, boosting overall system performance.

## Support Engineer I

Small MSP — Apr 2021 - Dec 2021

- Efficiently created and managed tickets and skillfully handled calls
- Offered expert technical guidance, training, mentorship, and coaching to junior team members
- Consistently managed over 20 tickets daily with a high level of efficiency
- Successfully executed various in-house projects and established effective processes
- Kept end-users and stakeholders informed of reported outages and provided regular updates on incident status
- Contributed to the growth and development of the team by continuously monitoring and reinforcing ticket response skills. Fostered team growth by mentoring junior members, sharing technical expertise, and developing comprehensive training programs. Cultivated a supportive learning environment.
- Spearheaded in-house projects, establishing effective processes that enhanced operational efficiency. Delivered measurable improvements in team productivity and service quality.
- Maintained clear communication with stakeholders, providing timely updates on incident status and outages. Ensured transparency and built trust with end-users.
- Pioneered new approaches to ticket response, continuously refining skills and processes. Introduced creative solutions to recurring technical challenges.
- Managed 20+ daily tickets, providing technical guidance and mentoring junior team members. Implemented efficient processes, enhancing operational effectiveness.
- Spearheaded in-house projects, establishing streamlined processes that measurably improved team productivity and service quality.

## IT Engineer II

Houston Based MSP — Sep 2019 - Sep 2020

- Managed 50+ domains with effective backup policies, ensuring data integrity.
- Executed weekly Windows updates, reducing security risks and system vulnerabilities.
- Collaborated on urgent projects, resolving tickets swiftly to ensure business continuity.
- Spearheaded VPN configuration and workstation setup initiatives, enhancing client connectivity. Managed 50+ domains, ensuring comprehensive backup and retention policies.
- Pioneered weekly Windows Security update process using LabTech, reducing vulnerabilities. Developed comprehensive knowledge base for new IT personnel.
- Partnered with Project Manager on time-sensitive projects, efficiently resolving incoming tickets. Provided crucial remote support, maintaining business continuity.
- Meticulously managed IT systems, ensuring seamless operations for diverse client base. Implemented precise documentation practices, enhancing team efficiency.
- Optimized IT infrastructure for 100+ clients, maintaining 95%+ SLA. Implemented robust security measures, enhancing system resilience and client satisfaction.

- Streamlined Windows update process, significantly reducing system vulnerabilities. Developed comprehensive knowledge base, boosting team efficiency and onboarding.

## **Lead Service Desk Analyst (APAC)**

Car Dealership — *May 2015 - Sep 2017*

- Led technician team, surpassing SLA targets and resolving 40 tickets daily.
- Pioneered creative solutions to complex technical challenges, significantly reducing resolution time. Leveraged expertise in Remote Desktop and Service Desk technologies.
- Drove continuous improvement in service desk operations, yielding measurable increases in customer satisfaction. Implemented strategies to boost team efficiency.
- Provided responsive phone support to all company employees, fostering positive customer experiences through exceptional communication and problem-solving skills.
- Led technician team to excellence, cultivating a culture of high performance and continuous learning. Championed knowledge sharing and best practices adoption.
- Spearheaded technician team, surpassing SLA targets and efficiently resolving 40 tickets daily, demonstrating exceptional leadership and problem-solving skills.
- Engineered creative solutions to complex technical challenges, markedly reducing resolution time and enhancing overall service desk efficiency.

## **Help Desk Analyst/Desktop Technician**

Shipping Company — *Oct 2014 - May 2015*

- Supported VIP clients, resolving technical issues swiftly, enhancing client satisfaction.
- Managed global phone support, ensuring seamless communication for ABS employees.
- Handled user accounts efficiently, improving system security and access control.
- Configured hardware/software solutions, optimizing productivity for diverse devices.
- Optimised technical support for VIP clients, enhancing knowledge base and streamlining user account management processes for improved efficiency.
- Delivered responsive global phone support, significantly reducing resolution times and boosting client satisfaction across international operations.
- Expertly configured diverse hardware and software solutions, ensuring seamless integration and minimizing downtime for critical systems.
- Pioneered new troubleshooting techniques, leading to faster problem resolution and decreased repeat issues in complex technical environments.
- Fostered strong relationships with VPs and Directors, providing tailored support that aligned with high-level organizational objectives.
- Streamlined VIP client support processes, enhancing issue resolution speed and elevating customer satisfaction levels for American Bureau of Shipping.

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## **EDUCATION**

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### **Bachelor in Cybersecurity**

Champlain College — *Mar 2019 - Mar 2022*

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## **CERTIFICATIONS**

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**A+**

CompTIA

**Network+**

CompTIA

**ITIL Certification**

ITIL

**Certified in Cybersecurity (CC)**

ISC2

**365 Certified: Fundamentals MS-900**

Microsoft

## **Certified: Azure Fundamentals AZ-900**

Microsoft

## **TS1 and TS2**

Datto

## **Certified Engineer**

Sophos

## **Certified Technician**

3cx

## **Privacy Essential**

HIPAA

## **IT Support Professional**

Google

## **Security+**

CompTIA

## **HIPAA Awareness for Business Associates**

HIPAAtraining

## **27001 - Dynamics of Information Security Management System (ISMS)**

ISO/IEC

## **Introduction to Cybersecurity**

Cisco

## **Ethical Hacker**

Cisco

## **Cyber Threat Management**

Cisco

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## **SKILLS**

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SAN

*Expert*

Azure AD

*Expert*

PowerShell

*Experienced*

VPN

*Expert*

Ticketing Systems

Cybersecurity

Project Management

Problem Solving

Customer Service

Backup Solutions

Incident Management

Cloud Architecture

Technical Writing

Regulatory Compliance

Data Privacy

Active Directory

*Expert*

Windows Server

*Expert*

Network Infrastructure

*Expert*

Remote Desktop

*Expert*

Cloud Services

IT Support

Team Leadership

Communication

System Administration

Disaster Recovery

Network Security

Data Analytics

Digital Forensics

Strategic Planning

Incident Handling

Security Audits  
Risk Assessment  
Incident Response  
Network Monitoring  
Threat Intelligence  
Cloud Security

Vendor Management  
Technology Integration  
Vulnerability Assessment  
Data Encryption  
Compliance Auditing

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## LANGUAGES

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English

*Native*

Punjabi

*Native*

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## ADDITIONAL INFORMATION

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### Technical Skills

#### Operating Systems:

Windows (2000, XP through 11, Server 2008/2012/2016/2019/2022), Linux (Ubuntu, Kali, Red Hat, CentOS), macOS

#### Email and Messaging Services:

Microsoft Exchange (2007/2010/2013/2016/365), Lotus Notes, Gmail, POP3/IMAP, Microsoft Defender for Office 365, Proofpoint

#### Networking and Network Security:

Cisco (IP Phones, ASA, Firepower, Meraki), UniFi, PFSense, Fortinet, Palo Alto, SonicWall, Aruba Networks, F5 Networks, Load Balancers, Cisco Umbrella, Wireshark, OpenVPN, Zscaler

#### Cybersecurity and Threat Management:

Splunk (Enterprise Security), SIEM tools (QRadar, LogRhythm, Elastic Stack, AlienVault), Symantec Endpoint Protection, McAfee, Sophos, CrowdStrike Falcon, SentinelOne, Carbon Black, Trend Micro, Check Point, Nessus, OpenVAS, Qualys, Rapid7 InsightVM, Microsoft Defender ATP, [Tenable.io](https://tenable.io)

#### Forensic and Incident Response Tools:

FTK (Forensic Toolkit), EnCase, Autopsy, Volatility Framework, Cellebrite, Magnet AXIOM, OSForensics, X-Ways Forensics, Mandiant Advantage, Cuckoo Sandbox, Memoryze

#### Identity and Access Management (IAM):

Azure AD, Okta, Duo Security, Ping Identity, CyberArk, SailPoint, BeyondTrust, RSA SecurID

#### Cloud Security and Governance:

Microsoft Defender for Cloud, Azure Security Center, AWS (GuardDuty, Inspector, CloudTrail, IAM), Google Workspace Security, Cloudflare, Prisma Cloud, CASBs (e.g., Netskope, Symantec), Kubernetes Security

#### Backup, Recovery, and Disaster Recovery:

Datto, Unitrends, Egnyte, Backblaze, Veeam, Acronis, Zerto, Azure Backup, AWS Backup, Cohesity

#### Remote Management and Monitoring:

ScreenConnect, LabTech, Ninja RMM, SolarWinds, Grafana, VMware vSphere, Hyper-V, Proxmox, XC PNG, Citrix, AirWatch, Intune

#### Programming and Automation:

Python, PowerShell, Bash scripting, Ansible, Terraform, SQL, YAML, JSON, CSS, HTML, APIs

#### Compliance, Governance, and Risk Management:

Archer GRC, LogicGate, RiskLens, Cybersecurity Maturity Model Certification (CMMC) tools, Compliance Manager GRC, ServiceNow SecOps, ISO 27001 ISMS tools, HITRUST, FedRAMP automation, PCI DSS scanning

#### Collaboration, Office Productivity, and Data Management:

Microsoft Office 365, SharePoint, Teams, QuickBooks, Confluence, Slack, Tableau, Microsoft Power BI

#### Endpoint Detection and Response (EDR) Tools:

CrowdStrike, SentinelOne, Carbon Black, Microsoft Defender for Endpoint, Sophos Intercept X, ESET, Bitdefender

**Ticketing Systems and ITSM Tools:**

ConnectWise Manage, HEAT, Remedy, Jira, ServiceNow, SolarWinds Service Desk, Ivanti

**Security Frameworks and Methodologies:**

Deep expertise in implementing NIST CSF, CIS Controls, MITRE ATT&CK, ISO 27001, SOC 2, HIPAA, FedRAMP, PCI DSS, CMMC

**Security Appliances and Solutions:**

Palo Alto Firewalls, Sophos XG, Cisco Umbrella, Barracuda, Check Point, Fortinet FortiGate, Proofpoint, Mimecast

**IoT and OT Security:**

Armis, Claroty, Dragos, Cisco Cyber Vision, Splunk for OT environments

**Other Tools and Technologies:**

Crestron, GoDaddy, Cloud DNS (Route 53, Azure DNS, Google DNS), SolarWinds Orion, SAAS management platforms, enterprise patch management tools

