

Ajay Singh

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Work Experience

- **Capgemini, Cincinnati, OH** (08/2018-Present)
Senior Security Analyst (SOC):Procter And Gamble
 - Monitored and triaged security alerts affecting more than 130k users from various sources such as SIEM, Enterprise Anti-Malware, Endpoint Security Solution etc. as a level II SOC Analyst.
 - Assisted teams such as the Incident Response, HR, and Legal with investigations of escalated incidents.
 - Prepared documentation such as the SOC SOPs in addition to reports for senior management.
- **K-Force Consulting, Louisville, KY** (07/2017-8/2018)
Network Monitoring Consultant: Unified Communications – HUMANA
 - Provided Tier 3 Support for more than 66k users accessing different communication technologies such as email, instant messaging, WebEx, Symantec and Barracuda email tracking and management systems, Polycom video conferencing, and BlackBerry end to end security solutions.
 - Monitored and provided support for servers responsible for providing above mentioned services.
 - Managed internal monitoring tools such as HostMon to create tests and alerts for all servers and services to be on the forefront of all problems.
 - Managed services such as email, WebEx, Blackberry to control access and permissions. This included creation of WebEx accounts, managing changes to quota sizes for email etc.
 - Assisted team with projects such as devices updates for video devices, mailbox address name corrections to prepare for migrations etc.
 - Prepared weekly and monthly reports for consideration of senior management.
- **Kindred Healthcare, Louisville, KY** (08/2016-7/2017)
Information Systems: Messaging and Enterprise Systems Software:
 - Directed Tier 2 support for 100k users, accessing 57 separate software architectures from 2500+ nationwide sites. This support included email, instant messaging, enterprise vault, Cherwell ticketing and change management system, and client management via the Symantec portfolio of products.
 - Worked with other teams such as information security, client systems, mobility, and cyber security to manage communications and resolve any communication issues to ensure availability.
 - Created, managed, granted and removed access to corporate, individual and shared mailboxes.
 - Monitored and managed Exchange, Lync, and Cherwell Servers for Kindred Healthcare and subsidiaries affecting about 100k users.
 - Worked with Chief Information Security Officer to manage corporate firewall system to control use of network resources and ensure availability for all.
 - Worked with vendors to get high severity issues resolved.
- **T-Mobile US, Louisville, KY** (07/2013-7/2017)
Mobile Expert:
 - Assisted customers by demonstrating and recommending solutions catered to their needs while diagnosing and resolving any issues they might be experiencing with their accounts, devices, and/or service to provide superior customer experience, and increase revenues.
 - Maintained a portfolio of 1000+ customers to bring in more than \$80k in revenue.

Education

University of Louisville, Louisville, KY

Graduation: 08/2017

BSBA in Computer Information Systems with concentration in Information Security and Web Development, and minor in Criminal Justice.

Skills and Attributes

- Certifications:
 - (ISC)2: Certified Information Systems Security Professional(CISSP), Certified Cloud Security Professional(CCSP)
 - CompTIA: CySA+(Cyber Security Analyst), Security+.
- DOD 8570 IA Baselines Satisfied: IAT Level III, IAM Level III, CSSP Analyst, CSSP Infrastructure Support, CSSP Incident Responder, CSSP Auditor, and IASAE Level I and II.
- Experience with management of Microsoft Servers (various operating systems), Microsoft Exchange, Veritas Enterprise Vault, Microsoft Lync, Microsoft SQL Server, Cisco IronPort, Barracuda Email Security Gateway, McAfee Client Management (encryption, anti-virus etc.), WebEx, Polycom Video Conferencing, BlackBerry MDM, SIEM Solutions etc.
- Experience with tools such as Wireshark, Kali Linux, DEFT Linux to identify, evaluate, mitigate, and minimize risks associated with IT systems vulnerabilities.
- Experience in multiple languages such as C, C++, C#, and SQL.
- Fluent in Hindi, Punjabi, and English.
- 6+ years of experience in providing technical support to customers/users.