

AJAY JOSEPH

CONTACT

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EDUCATION

St. Mary's H S S Edoor

SSLC
2005-2019

RABINDRANATH TAGORE UNIVERSITY

Bachelor Of Computer Application
2024

SKILLS

→ Protection Systems
→ Security Management
→ Network Security
→ Reverse Engineering
→ Technical Support
→ Penetration Testing
→ Data Analysis
→ Shellscripting
→ C++
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CERTIFICATION

CERTIFIED CYBER SECURITY ANALYST

2024
CyberWarFare Labs

QCSS CTF WORKSHOP

2024
Quest CyberSecurity Student Society

ABOUT ME

As a security researcher and a volunteer at Kerala Police Cyberdome, I apply my skills and certifications in cybersecurity and network security to protect the digital assets and infrastructure of the state. I have been working in this field for over three years, . I am currently pursuing a Bachelor of Computer Application at Indira Gandhi National Open University, where I am learning more about computer and information technology administration and management.

WORK EXPERIENCE

CUSTOMER SUPPORT EXECUTIVE

Teleperformance(2024)

- Handle inbound customer calls, emails, and chats in a fast-paced environment, ensuring prompt and accurate resolution of customer queries and issues.
- Provide information and support on SBI products and services, including account-related queries, transactional issues, and other banking-related matters.
- Resolve customer complaints and concerns in a fair, timely, and professional manner, escalating issues to senior management when necessary.
- Maintain accurate records of customer interactions, including call logs, email correspondence, and chat transcripts.
- Collaborate with internal teams, such as operations and sales, to resolve customer issues and improve overall customer experience

VOLUNTEER

Kerala Police CyberDome(2023)

- Assist in organizing and conducting cybersecurity awareness programs, workshops, and training sessions for various audiences, including students, teachers, parents, and community members.
- Support the development and distribution of cybersecurity educational materials, such as brochures, posters, and videos.

QUALITY ANALYST

Flipkart (2023)

- Evaluate customer interactions, including calls, emails, chats, and social media conversations, to assess the quality of service provided by customer service representatives. Identify areas for improvement and develop corrective actions to address gaps in service quality, product knowledge, and communication skills.

TRICKS FOR LINUX PERSISTENCE

2024

CyberWarFare Labs

AWS CERTIFICATIONS

2024

CyberWarFare Labs

SYSTEM OPERATOR CERTIFICATION

(SOC)

2024

Chaithanya Cyber Strix Technologies

Pvt Ltd

CERTIFIED INFORMATION SECURITY PROFESSIONAL

2021

Technovalley Software India Pvt Ltd

- Conduct regular quality audits to ensure adherence to quality standards, identifying trends, and recommending process improvements. Stay up-to-date with Flipkart's products, services, and policies to ensure accurate and reliable information is provided to customers.

CERTIFIED INFORMATION SECURITY EXPERT

Technovalley Software India Private Limited (2020-2021)

- Develop and implement comprehensive information security strategies, policies, and procedures to ensure the confidentiality, integrity, and availability of client data and systems. Conduct risk assessments, vulnerability testing, and penetration testing to identify potential security threats and recommend remediation strategies.

SECURITY RESEARCHER

Indian Cyber Commandos (2017-2024)

- Conduct comprehensive threat analysis, including threat intelligence gathering, vulnerability assessment, and risk analysis to identify potential security threats. Monitor and analyze network traffic, system logs, and security event data to detect and respond to security incidents. Develop and implement effective security measures, including security policies, procedures, and standards to prevent cyber attacks. Conduct security assessments and penetration testing to identify weaknesses and recommend remediation strategies.
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