

Rajesh Kumar Kombathula

Cyber Infrastructure support Analyst

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Sarnia, ON, N7T 3L2, Canada

Cyber Infrastructure Support Analyst with expertise in cybersecurity, threat detection using security tools, and SIEM system optimization. Holds CompTIA Security and ISC2 Cybersecurity certifications, with a proactive approach to problem-solving and professional growth.

Work Experience

Cyber Infrastructure support Analyst

Jan 2024 - Present

Bluewater Power Distribution | Sarnia

- IT Systems Support and Management : Ensure optimal performance and security of IT systems, manage IT infrastructure desktop PCs, servers, network devices, and assist in system upgrades, migrations, and new implementations.
- Cybersecurity Maintenance and Incident Response : Maintain and troubleshoot cybersecurity infrastructure, Monitor security systems, analyze security alerts, and respond to security incidents, including threat hunting and incident investigation.
- Security Measures and Compliance : Implement and maintain security measures firewalls, IDS/IPS, endpoint security, conduct vulnerability assessments and penetration testing, and develop cybersecurity policies to ensure compliance with GDPR and HIPAA.
- Technical Expertise and Collaboration : Provide 24/7 technical support, monitor enterprise infrastructure health, collaborate with cross-functional teams, and deploy SIEM systems for enhanced threat detection and incident response.

Technical Support and Troubleshooting

Nov 2021 - Aug 2022

Redington India Ltd | Hyderabad

- Technical Support and Troubleshooting: Provide support for hardware, software, and network issues, responding to IT requests via phone, email, or ticketing system for timely resolution.
- System Maintenance and Configuration : Install, configure, and upgrade computer hardware & software, conduct regular maintenance, and manage IT inventory and documentation.
- User Account Management and Support : Assist in user account management, password resets, and set up audio-visual equipment for meetings. Provide training and guidance to users on IT systems
- Collaboration and Compliance : Collaborate with IT team members to resolve complex issues, ensure compliance with IT policies and security protocols, and escalate issues as necessary.

IT Support Specialist

Nov 2019 - Nov 2021

Frontier Business systems | Hyderabad

- Technical Support and Issue Resolution : Managed and resolved over 700 support tickets annually using JIRA, troubleshooting hardware & software issues for a diverse user base, and consistently meeting or exceeding SLAs
- Network and System Monitoring : Monitored network and system performance daily, proactively addressing potential issues to ensure minimal downtime and optimal performance
- Knowledge Base Maintenance and Customer Service : Maintained a detailed knowledge base, documented troubleshooting steps, and delivered exceptional customer service, achieving high user satisfaction ratings.
- Collaboration and Continuous Improvement : Collaborated with cross-functional teams to resolve complex technical issues, participated in team knowledge-sharing sessions, and continuously improved technical skills through ongoing training and certifications.

Projects

IT Support Chabot Development Project

Present

- Spearheaded the creation and implementation of an IT support Chabot using PowerApps to streamline user inquiries and issue resolution processes.
- Designed and developed conversational user interfaces (UI) within PowerApps to simulate natural language interactions and provide intuitive IT assistance.

Network Infrastructure Setup Project

Present

- Designed and implemented a comprehensive network infrastructure setup from scratch, encompassing server configuration, DHCP, DNS, and other essential components.
- Installed and configured servers, including DHCP servers to automate IP address assignment and DNS servers for efficient name resolution.

Wazuh Server Deployment Project

Present

- Led the deployment and configuration of a Wazuh server for real-time threat detection and security monitoring in a production environment.
- Integrated Wazuh with Elasticsearch and Kibana for log analysis and visualization, enabling efficient threat hunting and incident response.

Core Skills

Information Systems, Information Technology, IT Operations, Support Services, Ticket Management, A+, Basic Programming, Computer Science, Corporate Policies, Health Information Systems, Healthcare Information Systems, ITIL, Microsoft Office, Microsoft Windows OS, Network Cabling, User Experience, Meticulous, Compassion, Confidentiality, Dedicated, Problem Analysis, Resolve Problems, Practical

Education

Lambton College

Sep 2022 - May 2024

Post Graduate Diploma Cyber Infrastructure Specialist

CBIT

May 2017 - May 2019

Master of Marketing Marketing and Human Resources

Malla Reddy Institute of Technology & Science

May 2012 - May 2016

Bachelors Electronics and Communication Engineering

Certificates

CompTIA Security+
CompTIA

Fortinet Certified Associate in Cybersecurity
Fortinet

Certified in Cybersecurity (CC)
ISC2

Foundations of Operationalizing MITRE ATT&CK

AttackIQ

Scrum Foundation Professional Certificate - SFPC™

CertiProf