

# ALBIN JOHN SEBASTIAN

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<https://www.johnsafe.tech>

## PROFESSIONAL SUMMARY

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Dynamic and driven Cybersecurity professional, specializing in **security analysis, digital forensics, threat hunting, and incident response**. With a strong foundation in network security and project management, I am dedicated to advancing my expertise as a Security Analyst. Proficient in various tools and techniques such as **Information Security, SIEM, penetration testing, malware analysis and vulnerability assessment**, I thrive in challenging environments where I can apply my skills to safeguard digital infrastructures. Leveraging hands-on experience gained from projects and certifications, including **CompTIA Security+, Google Cybersecurity Professional and Bug Bounty**, I am eager to contribute my passion and knowledge to a forward-thinking team in the cybersecurity landscape.

## EXPERIENCE

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### Technical Support Engineer - Concentrix | Hamilton

April 2024 – Present

- Analyzed and resolved customer inquiries by diagnosing and repairing hardware and software issues remotely.
- Documented customer interactions and technical solutions in a clear and detailed manner for future reference.
- Attended and participated in product and quality training sessions.
- Conducted follow-up calls with customers to ensure complete resolution of issues and high customer satisfaction.
- Provided feedback to product development teams regarding common issues and potential improvements.

### Programmer Associate - Arvin Technologies | Ernakulam, India

December 2019 – May 2021

- Developed and implemented Embedded C programs using AVR studio, ensuring seamless integration and functionality of embedded systems.
- Conducted thorough testing and debugging processes to identify and resolve software defects, ensuring high-quality deliverables.
- Collaborated with cross-functional teams including hardware engineers and project managers to develop comprehensive solutions, resulting in efficient project execution and timely delivery.
- Provided technical support and guidance to junior team members, bringing-up a collaborative and knowledge-sharing work environment.

### Quality Analyst(Customer Service Center) – Spynest Solutions | Chennai, India

July 2018 – December 2019

- Assessed the quality of customer interactions, identifying areas for improvement and providing actionable feedback to enhance service delivery.
- Collaborated with senior representatives to address issues and implement solutions, ensuring prompt resolution of customer concerns.
- Utilized troubleshooting skills to diagnose and resolve customer issues efficiently, maintaining a positive and professional demeanor throughout interactions.
- Maintained a positive and professional attitude during customer interactions, fostering a supportive and customer-centric environment.

### Technical Support - Maria Electronics | Kerala

July 2017 – July 2018

- Provided expert technical support for electronic weighing machines, utilizing Microsoft 365 and Keeping ticketing to efficiently manage customer inquiries, track support tickets and ensure timely resolution.
- Collaborated closely with sales and production teams to communicate customer feedback, resulting in continuous product enhancements and improved reliability.
- Facilitated training sessions for both customers and internal staff on machine operation and maintenance, reducing user errors and enhancing overall product knowledge.
- Played a crucial role in content creation by contributing to the development and editing of support documentation, thereby improving the database structure of the company.

## PROJECTS

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### Vulnerability Assessment using Armitage (Remotely control any devices)

December 2023

<https://johnsafe.tech/projects/armitage/>

- Scanned and deployed attacks on the machines hosted in customized home lab(VMware).
- Enhanced network security by performing regular vulnerability assessment and automated attacks with the predefined modules.
- Evaluated security controls and generated reports from the key findings to improve the security posture.

### DIY Security Information and Event Management (SIEM) Environment

October 2023

<https://johnsafe.tech/projects/diy-siem-environment/>

- Created a SIEM environment using Wazuh and Docker and deployed both machines in the Linode cloud.
- Monitored multiple environments including two Kali Linux, a host Windows and a Cloud Windows in Wazuh.
- Identified critical security events, conducted threat detection and implemented incident response with auto-recommended guidelines.
- Reduced risk of data integrity by monitoring log files and CVE assessment.

## EDUCATION

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### Conestoga College

January 2022 – August 2023

Postgraduate Diploma in IT Network Security and Project Management

### Mangalam College of Engineering

June 2013 - May 2017

Bachelor's Degree in Computer Science

## SKILLS

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- **TECHNICAL:** Python, C, MySQL, bash, Powershell, Linux Kernel.
- **VULNERABILITY ASSESSMENT AND PENETRATION TESTING:** SIEM, Wazuh, Kali Linux, Burp Suite, Wireshark, nmap, SQLMap, Armitage, John the Ripper, Hydra, Gobuster, Dirbuster, VMware, TOR Project.
- **ANDROID PENTESTING:** ADB, dex2jar, Objection, BurpSuite.
- **WINDOWS:** Windows Domain, Active Directory.
- **CLOUD:** AWS EC2 and Microsoft Azure. (Basic experience)
- **OSINT framework, TCP/IP, Network Zones, VPN, IDS/IPS, Firewall, Jira, PaaS/SaaS/IaaS.**
- **Keeping - CRM and Ticketing, Microsoft 365.**
- **SOFT SKILLS:** Communication, Customer Service, Troubleshooting, Team collaboration, Continuous learning, Analytical skills, Documentation.

## CERTIFICATIONS

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- CompTIA Security+ - [https://www.credly.com/badges/6f25e2e3-07d3-4ae2-bb87-7f75c78e7f92/public\\_url](https://www.credly.com/badges/6f25e2e3-07d3-4ae2-bb87-7f75c78e7f92/public_url)
- Google Cybersecurity Certificate - Coursera - <https://coursera.org/share/8e080ddf400bd6e7c2ceedcc2a0e9d7c>
- Introduction to Ethical Hacking – Offense Hackers Academy
- Practical Bug Bounty Hunting for Hackers and Pentesters - EC Council.
- SOC Member - LetsDefend

## ACHIEVEMENTS & AWARDS

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- TryHackme - <https://tryhackme.com/p/albi>
- SOC Member: LetsDefend