**GOGINENI SAI AKHIL**

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**SUMMARY**

**Network Security | Penetration Testing | System Troubleshooting | User Support**

Proactive and motivated technical professional with a Master’s in Cybersecurity and over two years of hands-on technical support and network security experience. Adept at deploying cybersecurity tools like Wireshark, Nmap, and Kali Linux to identify and mitigate threats. Proven track record of effective communication with diverse stakeholders, delivering innovative solutions, and fostering collaboration. Demonstrates strong analytical and problem-solving skills, reinforced by practical project experience in secure web application development and cloud security.

**TECHNICAL SKILLS**

**Cybersecurity Tools**: Kali Linux, Wireshark, Nmap, Aircrack

**Programming**: C, C++, Java, HTML, SQL

**Technical Support:** Azure, BMC Remedy, user support, and remote troubleshooting, BMC Remedy, Azure, Confluence

**AREAS OF COMPETENCY**

Incident Management | Information Protection | Data Analysis | Vulnerability Assessment | Cryptographic Security | Secure Web Development | Cloud Security | Programming Proficiency | Cybersecurity Tools | Technical Support Leadership | Remote Troubleshooting | Customer Service Excellence | Team Collaboration | Project Management | Certifications & Continuous Learning | Analytical Problem Solving

**WORK EXPERIENCE**

**Technical Support Specialist | The George Washington University, Washington, DC Jul 2023 - Present**

Enhance system operations and user satisfaction through proactive identification and resolution of recurring technical issues.

* Created Technical Documentations for the University using Confluence
* Managing User administrative access over Azure and AWS
* Monitoring User Identity and flagging unauthorized access as per the security policy
* Used designated incident management systems as a work management and tracking tool
* Provided Technical support to VIP Customers help resolve advanced network, hardware issues
* Provided Training to new employees and oversee the performance
* **Assisted with the generation and reporting of operational metrics.**

**Technical Support Associate 3 |** **The George Washington University, Washington, DC May 2022 – Jul 2023**

* Provided Wireless Network troubleshooting for windows, MacOS and Linux
* **Gathers technical data from clients in order to diagnose issues and provide data for root cause analysis**
* Advanced Ticketing Resolutions over BMC Remedy for zoom and blackboard.
* Provided support over Virtual Machines configuration and VPN Setup
* Delivered Support with Office 365 for Windows, MACOS, Linux

**Technical Support Associate 1 |** **The George Washington University, Washington, DC Nov 2021 – May 2022**

* Provided technical assistance to university staff and students, resolving hardware, software, and telecommunication issues promptly and effectively.
* Provided on call Support and Walkin Support to users
* Provided Remote Desktop Assistance

**Network Security Intern | LaYa Solutions, India Jul 2020 – Oct 2020**

Gain hands-on experience with network security tools and protocols, laying a strong foundation for advanced cybersecurity roles.

* **Network Traffic Analysis:** Captured and monitored network traffic using tools such as Wireshark to identify vulnerabilities and security threats.
* **Vulnerability Assessments:** Conducted network vulnerability analysis using tools like Nmap, ensuring the identification and mitigation of potential risks.
* **Security Protocol Implementation:** Assisted in implementing basic security measures to enhance network safety and prevent unauthorized access.

**PROJECT ACCOMPLISHED**

**E-commerce Website Security:** Designed and implemented an e-commerce website with robust security measures using WordPress, Cloudflare, and AWS to prevent web-based attacks.

**Hybrid Cryptography for Cloud Storage:** Developed a multi-cloud encryption model to secure sensitive data using multiple algorithms and storage locations**.**

**EDUCATION**

**The George Washington University | Washington, DC | August 2021 - May 2023**

* Master of Science in Cybersecurity in Computer Science
* Associate of Applied Science in Computer Security and Information Assurance

**SRM Institute of Science and Technology | Chennai, India | June 2016 - May 2020**

Bachelor of Science in Computer Science Engineering

**CERTIFICATION & TRAINING**

* Google CyberSecurity Professional
* CompTIA Security+ ( In Progress)
* The Complete Ethical Hacking Course: Beginner to Advanced
* The Absolute Beginners Guide to Cyber Security 2020-Part 1 and Part 2
* Kali Linux Hacking Lab for Beginners