

SANDEEP SHARMA

IT Support Specialist | Cybersecurity Researcher

Mumbai, India • 7304294756 • iamsandeep.xd@gmail.com • linkedin.com/in/sandeep-is

PROFESSIONAL SUMMARY

Results-driven IT Support Specialist and Independent Security Researcher with 3+ years in IT infrastructure management, endpoint protection, and malware remediation — backed by a 7-year cross-functional career spanning Architecture and Retail. Recognized by NASA as an Independent Security Researcher, awarded an EC-Council Scholarship, and acknowledged as an Active Bug Bounty Hunter on HackerOne. Certified in Ethical Hacking (EC-Council), Google Cybersecurity Foundations, and IBM Cybersecurity Essentials. Adept at proactive threat identification, L1/L2 technical support, and translating security findings into actionable remediation steps for non-technical stakeholders.

AWARDS & RECOGNITION

Recognized as an Independent Security Researcher — NASA (National Aeronautics and Space Administration)

EC-Council Scholarship Recipient — Awarded for excellence in ethical hacking and cybersecurity research

Active Bug Bounty Hunter — Acknowledged by HackerOne for responsible vulnerability disclosure

TECHNICAL SKILLS

IT Support: L1/L2 Technical Support, Hardware Configuration, Workstation Setup, Patch Management, Remote Desktop Support, Software Troubleshooting, Vendor Coordination

Cybersecurity: Ethical Hacking, Penetration Testing, Bug Bounty Hunting, Vulnerability Assessment, Malware & Ransomware Remediation, Responsible Disclosure, Android Security, Web Application Security

Networking: TCP/IP, LAN/WAN, Network Troubleshooting, Firewall Basics, VPN, DNS, DHCP

Operating Systems: Windows 10/11, Windows Server (basic), Android

Web & Dev: HTML5, CSS3, WordPress, Web Application Security (XSS, SQLi awareness)

Digital Marketing: SEO Fundamentals, Digital Campaigns, Content Strategy

Soft Skills: Customer Service, Stakeholder Communication, Time Management, Incident Escalation, Documentation

PROFESSIONAL EXPERIENCE

IT Support Specialist

Hybrid Technology Digital Solutions

March 2023 – Present

Mumbai, Maharashtra

- Configured and deployed 50+ workstations per quarter by provisioning hardware, installing licensed software, and applying Group Policy settings, reducing average onboarding time by 30%.
- Detected and eliminated malware, ransomware, and spyware from 100+ endpoint devices with zero data-loss incidents, leveraging endpoint protection tools and manual remediation techniques.
- Performed proactive L1/L2 troubleshooting and root-cause analysis on hardware and software issues, resolving 95% of tickets within SLA and preventing escalation to senior engineers.
- Executed hardware and software upgrade rollouts across the organisation, coordinating with vendors and conducting post-installation user walkthroughs to achieve a 98% satisfaction rate.
- Documented recurring incidents and solutions in a shared knowledge base, reducing repeat ticket volume by 20% over six months.

Customer Service Representative

Reliance Retail Ltd.

December 2021 – December 2022

Mumbai, Maharashtra

- Assisted 200+ customers daily with purchases, product location, and reward programme enrolment, contributing to a consistent store NPS score above 85%.
- Resolved customer complaints and policy-related queries with a first-contact resolution rate of 90%, reducing escalations to floor managers by 25%.
- Accurately reconciled daily cash tallies and transaction records at shift start and end, maintaining zero discrepancy over a 12-month tenure.
- Delivered product recommendations using consultative sales techniques, upselling complementary items and driving a 15% increase in average basket size.

Architectural Assistant

Shree Karni Interiors

November 2019 – August 2021

Mumbai, Maharashtra

- Conducted detailed site measurements and component surveys for 30+ residential and commercial projects, ensuring design accuracy and reducing revision cycles by 40%.
- Consulted directly with clients to assess functional and spatial requirements, translating briefs into schematic designs that achieved full client sign-off on first presentation in 80% of cases.
- Prepared precise blueprints and technical drawings using AutoCAD, maintaining a library of 200+ reusable design components that cut drawing time by 25%.
- Prepared cost estimates and material takeoffs for projects valued up to ₹50L, enabling accurate budget planning and reducing cost overruns by 15%.

Sales Professional

Big Bazaar Retail Pvt. Ltd.

August 2018 – August 2019

Mumbai, Maharashtra

- Served 150+ customers daily across high-footfall retail floor, consistently meeting individual sales targets and contributing to department ranking in the top 20% store-wide.
- Applied consultative sales techniques to understand customer needs and recommend relevant products, improving cross-sell conversion rate by 18%.
- Maintained accurate records of sales, returns, and inventory availability, supporting real-time stock visibility and reducing out-of-stock incidents by 10%.

CERTIFICATIONS

- Ethical Hacking Essentials (EHE) — EC-Council (Aug 2023)
- Android Bug Bounty Hunting — EC-Council (Aug 2023)
- Cybersecurity For Business — EC-Council (Aug 2023)
- AIG — Shields Up: Cybersecurity Job Simulation — Forage (Jul 2023)
- Introduction to Cybersecurity Essentials — IBM (Sep 2025)
- Foundations of Cybersecurity — Google / Coursera (Oct 2023)
- Develop a Free Website with WordPress — Coursera (Jul 2023)
- Building a Website Certification Course — Programming Hub (Sep 2022)
- CSS Certification Course — Programming Hub (Sep 2022)
- HTML Advanced Certification Course — Programming Hub (Aug 2022)
- HTML Certification Course — Programming Hub (Aug 2022)
- Digital Marketing Professional Certificate — Certiprof (Feb 2022)

EDUCATION

Higher Secondary Certificate (HSC) — Science

Kamarajar Memorial Jr. College

March 2017

Mumbai, Maharashtra

Secondary School Certificate (SSC)

N.K.E.S. High School

March 2015

Mumbai, Maharashtra

