Keshav Rao Hoigegudde

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GitHub: https://github.com/KeshavRao19

PROFESSIONAL SUMMARY

Results-driven IT professional with 2+ years of experience in the Financial Technology industry, now pivoting towards a specialization in Cybersecurity. Proven track record in incident management and Robotic Process Automation. Experienced in identifying & analyzing service discrepancies as well as managing client data to support service delivery management with a keen focus on information security principles. Have expertise in utilizing monitoring tools by creating customized dashboards and tables to analyze event logs. I have obtained a Bachelor of Technology degree in Computer Science Engineering, and I am pursuing a postgraduate degree in Cybersecurity.

EDUCATION

Loyalist College   Toronto, ON
Ontario Post-Graduate Certificate in Cybersecurity   *Apr. 2024– Present*

REVA University   Bangalore, India
Bachelor of Technology in Computer Science - CGPA: 9.0   *Aug. 2018 – Nov 2022*

EXPERIENCE

Service Delivery Analyst   Bangalore, India
Fidelity Information Services Global (FIS)   *Feb. 2022 – Mar. 2024*

- Reduced client complaints by ~20% through proactive service improvement initiatives in Q4 of 2023.
- Implemented a structured approach to incident management that significantly reduced downtime caused by unplanned outages or disruptions.
- Coordinated resources effectively during high-demand periods, maintaining timely completion of tasks without compromising quality standards.
- RPA - Microsoft Power Automate, Selenium IDE, have developed flows using web browser automation, checks URLs/performs browser automation and to create incident tickets.
- PowerShell, Linux shell scripting - have created scheduled reports which display the health of servers.
- Incident ticket and Change Management - Have experience in handling tickets right from the opening of a ticket until ticket resolution. Experienced in handling change requests, performing technical change related tasks and can oversee all change activities.

CERTIFICATIONS

- ISC^2 Certified in Cybersecurity (CC)
- Microsoft Azure Data Fundamentals (DP-900)

TECHNICAL SKILLS

SQL, JavaScript, HTML, CSS, JQuery, Python, C++, C# .NET, Windows PowerShell Scripting, Shell Scripting, Microsoft Power BI, Microsoft Power Automate, Oracle SQL Developer, PuTTY

ACCOMPLISHMENTS

- BMSIT: Secured first place in Virtual Hunt (2019)
- Smart India Hackathon (2019)
- RSCE: Codigo (2021)
- Devadan Cup 2020 Winners of Football tournament (Christ university)