

Praveen Hegde

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EDUCATION

Jain University

Master's of Computer Applications - CyberSecurity

Bangalore, Karnataka

Sept2024-2026

Karnataka University Dharwad

Bachelor Of Computer Applications

Dharwad, Karnataka

June, 2019-Sept 2022

- Gained knowledge of Software and development. Operating systems, Software development methodologies few programming languages, DSA problem solving, Basics of computer Graphics

EXPERIENCE

Associate Software Engineer

Capgemini Technology services

Nov 2022 – Present

Whitefield, Bangalore Karnataka

- Working As a Technical Support Associate for US based bank
- Handled chats, Inbound calls email and Tickets.
- Maintained high performance while adhering to all KPI's and SLA's also Quality of the service.
- As an Admin gained hands on experience on troubleshooting application issues, MS application, Windows Operating systems and Active director, Splunk and Intune management
- Hands on experience with service now for documentation - (ITIL knowledge
- Achieved rating of Avg 4.9+ in few months with 50+ contacts from the clients.
- Received multiple appreciations from the team and client for Gathering information and resolutions for few applications that resulted in reducing AHT

PROJECTS AND CERTIFICATIONS

Cybersecurity | MasterCard Cybersecurity virtual experience program on Forge

Aug 2024 – Present

- Completed a job simulation where I served as an analyst on Mastercard's Security Awareness Team
- Helped identify and report security threats such as phishing
- Analyzed and identified which areas of the business needed more robust security training and implemented training courses and procedures for those teams

My Portfolio | My personnel website March 2024 – Present

- Simple personnel portfolio website developed for storing and easier accessibility of my academical and Carrier achievements
- [My Website](#)

Linux Fundamentals | Linux Basic Commands, Scripting

May 2023 – May 2033

- Learned basics of Liunx os
- Basic navigation, Modify commands
- [Coursera Certificate](#)

Google IT Support Certificate | Fundamentals of IT Dec 2021 – Present

- Learned basics of IT hardware and software
- Got to know concepts as cryptography, Phishing, VPN, IP masking, Intranet and so on cybersecurity
- [Google Certificate](#)

TECHNICAL SKILLS

Languages: Java, Python, C/C++, JavaScript, HTML/CSS,

Developer Tools: Git, AWS , VS Code, Visual Studio, IntelliJ, Eclipse

Administrator ToolsAzure In-tune Management console,Active directory, Service now, Splunk, Power shell, Account management

Languages Speak:English, Hindi, Marathi, Kannada

Skills:Troubleshooting, Process understanding, Effective communication, Learning ability