Ravi Prajapati

IT Support Specialist | IT Support Engineer | Infrastructure Support | Junior Cybersecurity / SOC

Cologne, Germany | +49 15566434608 | prajapatiravi141@gmail.com | linkedin.com/in/ravi-prajapati-it | github.com/raviprajapati-it

Available for full-time opportunities | Germany-first job search | Open to suitable opportunities across Europe

PROFESSIONAL SUMMARY

IT Support Specialist with 4+ years of enterprise IT support experience across Germany and India, supporting environments from 100 to 800+ users and providing remote assistance across EMEA. Currently working as an IT Support Specialist (Working Student) at Simon-Kucher in Cologne. Completed a BSc (Hons) Cyber Security; final result received and formal degree certificate pending. Professional experience covers Windows, Microsoft 365, Active Directory, ITSM, endpoint deployment, Network Access Control, mobile-device administration, asset lifecycle, VPN/network troubleshooting, and onboarding/offboarding. Cybersecurity capability has been developed through degree work, research, authorised labs, and six completed technical projects rather than prior professional SOC or penetration-testing employment.

CORE SKILLS

Enterprise IT: Windows 10/11, Microsoft 365, Active Directory, TOPdesk, ServiceNow, PacketFence/NAC, Ivanti MDM, Matrix42, endpoint deployment, software assignment, IT asset lifecycle, onboarding/offboarding

Networking & Infrastructure: TCP/IP, DNS, VPN, LAN/Wi-Fi, VLANs, routing/switching, firewalls, IPsec, network troubleshooting, Cisco Packet Tracer

Cybersecurity & Analysis: Incident response, network forensics, malware analysis, MITRE ATT&CK, vulnerability assessment, penetration testing, OWASP Top 10, secure coding, Wireshark, NetworkMiner, Nmap, Burp Suite, PEStudio, Python

PROFESSIONAL EXPERIENCE

IT Support Specialist (Working Student) | Simon-Kucher

Jan 2026 - Present | Cologne, Germany

- Support 230+ employees in Cologne and provide remote technical assistance across EMEA in an international consulting environment.
- Resolve approximately 20-30 weekly TOPdesk incidents and service requests across Windows, Microsoft 365, VPN, networking, hardware, software, mobile devices, printers, and workplace technology.
- Configure, deploy, and maintain 100+ Windows laptops and support 50+ onboarding/offboarding processes, including Active Directory administration and secure device preparation.
- Support PacketFence Network Access Control, Ivanti corporate iPhone administration, Matrix42 endpoint/software operations, asset lifecycle activities, meeting-room technology, and workplace infrastructure.

Deskside Support Technician | Iron Systems India Pvt. Ltd.

Nov 2022 - Oct 2023 | Vadodara, India

- Delivered enterprise deskside support for 500+ users across three office locations and resolved approximately 50-60 weekly ServiceNow incidents/service requests.
- Configured, imaged, deployed, and maintained 300+ Windows laptops, desktops, and thin clients; supported RAM/SSD upgrades, VPN, printers, and Active Directory.
- Supported rollout of a new engineering office including structured cabling, server-room preparation, switches/routers, fibre, Wi-Fi, Cisco IP phones, CCTV, printers, and meeting-room technology.

Technical Assistant - IT | Spandana Sphoorty Financial Limited

Apr 2022 - Nov 2022 | Vadodara, India

- Provided day-to-day IT support for approximately 30-40 users across five office locations, covering Microsoft 365, endpoints, printers, software installation, documentation, and IT asset tracking.
- Performed recurring on-site branch support and maintained inventory records and workplace technology.

PROFESSIONAL EXPERIENCE - CONTINUED

Field Tech Associate | NTT DATA Information Processing Services Pvt. Ltd.

Feb 2020 - Feb 2022 | Vadodara, India

- Supported approximately 100 users across Vadodara, Ahmedabad, and Surat and resolved approximately 40-50 weekly ServiceNow incidents in a business-critical financial-services environment.
- Supported Windows 7/8 to Windows 10 migration, OS imaging, application deployment, domain joining, Active Directory administration, shared-drive permissions, VPN, LAN/Wi-Fi, printers, mobile devices, hardware, and software.
- Helped enable COVID-19 remote working through device preparation and VPN/remote-access support while maintaining approximately 90% SLA compliance.

Desktop Support Engineer | IMSI Staffing Pvt. Ltd.

May 2019 - Feb 2020 | Ahmedabad, India

- Provided enterprise desktop support in a three-person team serving 800+ users across two office buildings and managed approximately 60-80 weekly ServiceNow incidents.
- Supported endpoint deployment, Windows migration, Active Directory, hardware repair, printers/scanners, asset lifecycle management, and onboarding/offboarding.
- Recovered approximately 80% of business-critical data from a failed executive laptop drive and received recognition from senior management.

SELECTED CYBERSECURITY PROJECTS

Network Forensics & Malware Traffic Analysis: 600+ MB malware PCAP; Wireshark, NetworkMiner, custom Python PCAP analysis; ~2.47M packets / 1.64 GB; HTTP C2, backconnect, later TLS communication; evidence consistent with **potential**, not confirmed, data exfiltration.

Ransomware Analysis - LockBit & BlackCat: Isolated Windows lab using PEStudio, Process Monitor, Process Explorer, Autoruns, and Event Viewer for comparative static/dynamic analysis and documented ransomware behaviour.

Cybersecurity Incident Classification: 50,000 Microsoft GUIDE records, 694 hybrid features, three ensemble classifiers; Random Forest 69.28% test accuracy, 0.6963 weighted F1, 75.96% cross-validation; research prototype.

Internal Network Penetration Testing: Authorised intentionally vulnerable lab using Nmap, SMB enumeration, Burp Suite, SQL injection, sqlmap, Webmin 1.984 / CVE-2022-0824, controlled impact validation, and remediation.

Secure Enterprise Network Design: Cisco Packet Tracer case studies using VLANs, IPv4 subnetting, Layer 3 switching, OSPF, DHCP, ACLs, Cisco ASA, NAT/PAT, SSH, DMZ, and site-to-site IPsec VPN.

Secure Coding & Application Security: Five controlled cases across C, Java, PHP, and Python covering buffer overflow, SQL injection, reflected XSS, hardcoded credentials, and insecure deserialization with remediation and re-testing.

EDUCATION

BSc (Hons) Cyber Security | University of Gloucestershire | Sep 2023 - Aug 2026 | Completed - final result received; formal degree certificate pending

Diploma in Information Technology | The Maharaja Sayajirao University of Baroda | Jul 2016 - Apr 2019 | Second Class

PROFESSIONAL DEVELOPMENT & CERTIFICATIONS

- ISC2 Certified in Cybersecurity (CC) Training - completed Jul 2026; training completion only, certification not claimed.
- Incident Response Planning - LinkedIn Learning, Aug 2026.
- Learning Cyber Incident Response and Digital Forensics - LinkedIn Learning, Aug 2026.
- Practical Cybersecurity for IT Professionals - LinkedIn Learning, Mar 2026.
- Advanced Pen Testing Techniques for Active Directory - LinkedIn Learning, Apr 2026.
- OpenAI ChatGPT: Creating Custom GPTs - LinkedIn Learning, Apr 2026.
- Historical credentials: Certified Ethical Hacker (CEH) - expired 2018; CompTIA Network+ - expired 2018.

ADDITIONAL EXPERIENCE & LANGUAGES

Additional experience: Ops Associate Plus, Flink, Cologne (part-time alongside BSc studies), Aug 2024 - Dec 2025.

Languages: English - Professional Working | German - A1-A2 / Basic, actively improving | Hindi - Native/Bilingual | Gujarati - Native/Bilingual