VIKRAM SHANKER

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PROFESSIONAL SUMMARY

Security engineer who sets ops teams up to act. Looking for a hands-on identity/access or detection engineering seat — ops-facing, remote or southeastern Wisconsin. Approximately 3 years hands-on with Netwrix Auditor across healthcare and MSP environments; Active Directory RBAC rebuild; NTFS, share, and NAS permission mapping and remediation; SolarWinds deployed and tuned at 10,000+ user scale. HIPAA and PCI-DSS in production. Six Sigma Green Belt.

Last dedicated cybersecurity seat ended August 2022 (NetForward). 2020–January 2024 ran Flextech Design LLC, an on-demand micro-manufacturing consultancy — not a security title. CISSP held 2019–2025, lapsed; retaking Q4 2026. Dedicated security engineering across six engagements 2011–2022: NetForward, Monitoring Alarm Services, TEKsystems (Answerport), Milwaukee County (TEKsystems), OS Inc, Secure Building Technologies.

CORE COMPETENCIES

Data Access and Identity: Netwrix Auditor — file system, logon, network, process detection, high-value alerting · Active Directory administration and RBAC rebuild · Azure AD / Entra ID · MFA and MDM · NTFS and share permissions · Least-privilege design · Excessive permission remediation

Storage and File Systems: NAS design, administration, and auditing · Fiber backbone and network RAID · SSD tiering · HA clustering · Backup, failover, and recovery

Monitoring and Response: SolarWinds Orion · Tiered monitoring and alerting schema · Incident response · Indicators of compromise · Packet and traffic analysis · Tenable.io / Tenable.sc

Compliance and Risk: HIPAA · PCI-DSS · Medicare access audits · Risk and impact assessment · Zero Trust Architecture (NIST SP 800-207, 800-160, 800-37) — assessment, not a product implementation

Platforms and Scripting: Windows Server · SQL Server and ERP · PowerShell · Python · Bash · SQL · Office 365 / Exchange / SharePoint · Hyper-V / VMware · WSUS · Linux

EXPERIENCE

NetForward Corp. — Cybersecurity Engineer

Racine, WI | April 2022 – August 2022

- Authored a Zero Trust Architecture migration assessment for restricted, client-compartmentalized data and assets — evaluated candidates by risk and recommended a phased, one-business-process-at-a-time path grounded in NIST SP 800-207, 800-160, and 800-37.
- Specified the ZTA control baseline: MFA everywhere, managed and health-validated devices, pervasive telemetry, enforced least privilege — scoped to solutions that interface with existing components rather than requiring rip-and-replace.
- Diagnosed a support-ticket backlog and designed the remediation: triage team, priority classification, daily stand-up triage, weekly active-ticket review, two-week retrospective, KPIs on Autotask dashboards.
- Implemented security controls protecting corporate networks and data assets. Ran vulnerability assessments and wrote up what to fix first — not a billed penetration test.

Flextech Design LLC — Founder / Chief Technical Officer

Shorewood, WI | June 2020 – January 2024

- On-demand micro-manufacturing consultancy — concept-to-fulfillment value stream. Not a security title. Overlaps the 2020 contracts and covers the stretch after the last dedicated security seat.
- Prototyped manufacturing process monitoring and automation.

Monitoring Alarm Services — Security Consultant (Contract)

Milwaukee, WI | August 2020 – November 2020

- Responded to an active ransomware incident in a mid-size environment and designed the remediation and recovery plan.
- Performed impact and risk assessment to establish the real scope of mitigation before committing to a rebuild path.
- Implemented Azure AD (now Microsoft Entra ID), cloud backup, MFA, MDM, asset tracking, and workstation imaging as post-incident hardening.

TEKsystems (Answerport) — Infrastructure Security Engineer (Contract)

Mequon, WI | February 2020 – July 2020

- Designed and implemented security and infrastructure monitoring and alerting across an MSP client fleet.
- Deployed, configured, and troubleshot Netwrix Auditor across client environments.
- Deployed vulnerability scanners (Tenable.io, Tenable.sc), ran assessments, and wrote remediation plans.

Milwaukee County (via TEKsystems) — Systems Engineer, SolarWinds (Contract)

Milwaukee, WI | October 2018 – May 2019

- Deployed and iteratively tuned SolarWinds across a 10,000+ user county government spanning dozens of sites.
- Designed a tiered monitoring and alerting schema; classified errors and anomalies and wrote the response plan for each tier.
- Enumerated infrastructure to surface undocumented file servers and NAS; built weekly, monthly, and quarterly KPI reporting for C-level administration.

OS Inc — Security / Systems / Network Engineer

Pewaukee, WI | August 2017 – May 2018

- Implemented Netwrix Auditor and SCCM across a multidomain healthcare environment of 50+ users and 100+ healthcare providers.
- Configured file-system operations auditing, Windows account and logon logs, network infrastructure log collection, process detection, and built-in high-value alert rules.
- Upgraded domain controllers, raised functional level, and rebuilt Active Directory on RBAC principles.
- Ran risk assessments and audits covering Medicare access, vendor security, licensing, HIPAA, and PCI compliance; analyzed phishing, suspicious files, and indicators of compromise.

Construction Forms — IT Manager / Systems Administrator

Port Washington, WI | December 2015 – February 2017

- Sole IT employee for an international manufacturer, 150+ employees across the US, Wales, and Germany.
- Administered SQL Server and ERP; led a contracted team building the manufacturing ERP and a partner integration.
- Delivered a $70K network and server overhaul (HA clustering, network RAID, SSD tiering, fiber backbone). Built AD structure; audited and remediated file and share permissions; implemented WSUS.

Integrated Technology Solutions — Senior Systems Engineer / Managing Technician

Milwaukee, WI | August 2010 – December 2015

- Cut technician time-to-resolution 61% through standardization; cut time-per-machine 70% via diagnostic automation.
- Deployed and administered Netwrix Auditor across client Active Directory and file-server environments.
- Designed access control, surveillance, alarm, and POS solutions; built a network schema isolating infected client machines; configured RADIUS.

Secure Building Technologies — Junior Engineer

Milwaukee, WI | October 2011 – November 2013

- Designed and installed access control and surveillance across close to 50 medium and large business sites.
- Performed physical security audits covering coverage areas, vulnerabilities, access security, and response time.
- Pulled DVR footage and access-control logs for investigations; supported specialized surveillance installs for authorized public-sector clients.

Earlier roles (selected)

Milwaukee, WI | 2005 – present

- National Broadband (2014–2015) — physical, data, and network security audits; credential storage policy.
- Riverwest Computer Repair (2013–2014) — malware sandboxes, packet analysis, PXE/NAS diagnostic automation.
- Viktech (2005–present; LLC 2010) — incident response, backup/failover/recovery, 400+ machines for 150+ small-business and home clients.

EDUCATION AND CERTIFICATIONS

Certifications: Six Sigma Green Belt (current). CISSP, 2019–2025, lapsed; retaking Q4 2026. Not currently held.

Coursework, no credential conferred: Computer Science, UW–Milwaukee, 2007–2011 · Information Security Specialist (Information Security and Digital Forensics), MATC, 2018–2022 (includes CompTIA A+/Network+/Security+ exam prep; exams not taken) · Manufacturing Technology, IESI, Sept–Dec 2024.

Affiliations: HackThisSite CTF team · DEFCON 414 · Milwaukee Makerspace · CyberShield MKE · DryHootch veteran IT training