

Contact

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Top Skills

Azure Sentinel
Microsoft Intune
Microsoft 365 XDR

Certifications

Microsoft Certified: Azure Developer Associate
Microsoft Certified: Power BI Data Analyst Associate
Microsoft Certified: Identity and Access Administrator Associate

Rasesh Pattani

Senior HyperCare Consultant at CrucialLogics | Managing Azure Security Services

Pune Division, Maharashtra, India

Summary

As a Senior HyperCare Consultant at CrucialLogics for over 1.5 years, I specialize in managing Azure Security Services, with a focus on Microsoft Defender for Endpoint and Microsoft Sentinel. My role centers on conducting threat analysis, incident response, and implementing proactive security measures that enhance overall cybersecurity posture. With multiple years of experience in cybersecurity and enterprise support, I have developed expertise in Microsoft 365 XDR, Azure Sentinel, and Microsoft Intune. By collaborating with cross-functional teams, I help create and execute effective security strategies to mitigate risks and protect client data. My goal is to contribute to a safer digital environment through strategic and comprehensive security solutions.

Experience

CrucialLogics

Senior HyperCare Consultant

February 2025 - Present (1 year 8 months)

Ontario, Canada

- Managing Azure Security Services for CrucialLogics clients, specializing in Microsoft Defender for Endpoint and Microsoft Sentinel.
- Conducting threat analysis and incident response as a Senior HyperCare Consultant, ensuring client systems are secure.
- Collaborating with cross-functional teams to implement proactive security measures, enhancing overall cybersecurity posture.
- Developing and implementing security strategies to mitigate risks and protect client data effectively.

Concentrix

4 years 7 months

Senior Technical Lead - Microsoft EPS | MD AV | MDE

October 2023 - February 2025 (1 year 5 months)

Pune District

Earned four consecutive promotions based on technical excellence and leadership, advancing from Senior Technical Support Engineer through SME and Tier 2 Escalation roles, to ultimately direct global support operations as a Senior Technical Lead (Tier 4).

Senior Technical Lead:

- Have led a team of 85+ engineers in troubleshooting MDE and EDR incidents.
- Spearheaded and Championed knowledge sharing by creating "CHEAT SHEETS" for empowering Tier 1, Tier 2 and TLs (colleagues) and improving efficiency for first-call resolution rates.
- Fostering collaboration with Global SMEs, Escalation Engineers, and Product Teams.
- Proactively identified product loopholes and collaborated with product teams for improvement.
- Mentored and motivated engineers, fostering a culture of continuous learning.

Senior Escalation Engineer - Microsoft EPS | MDE | MD AV

February 2023 - October 2023 (9 months)

Pune, Maharashtra, India

Tier 2 | Senior Escalation Engineer - Microsoft EPS | MDE | MD AV

- Escalation Engineer (Previous):
- Resolved complex MDE and EDR incidents, leveraging expertise in log analysis and KQL hunting queries.
- Maintained deep understanding of Microsoft 365 XDR and SIEM integration for efficient threat detection.

Subject Matter Expert | Escalation Engineer

May 2022 - February 2023 (10 months)

Pune, Maharashtra, India

Subject Matter Expert | | Escalation Engineer | AZ-104 certified

- Provided expert technical support to customers using Microsoft Defender AV.
- Developed strong problem-solving skills through thorough investigation and root cause analysis.
- De-escalated global/director level concerns/queries/issues.

Senior Technical Support Engineer - Microsoft EPS | Microsoft Defender for Endpoint

August 2020 - May 2022 (1 year 10 months)

Pune, Maharashtra, India

Senior Technical Support Engineer for Microsoft EPS

- Frontline Support Engineer (Previous):
- Built a strong foundation in cybersecurity with hands-on experience supporting Microsoft security products.

Concentrix

Senior Operations Representative

May 2016 - October 2019 (3 years 6 months)

Pune Area, India

Roles and Responsibilities (Technical Advisor, Virgin Media)

> Customer Support & Billing Expertise:

- Provided clear and concise explanations of Virgin Media bills, including details on broadband, TV, landline, and mobile services.
- Assisted customers in understanding their service packages and associated costs.

> Technical Troubleshooting:

- Troubleshooted a wide range of technical issues across Virgin Media's services (broadband, TV, landline, and mobile).
- Diagnosed and resolved customer problems efficiently, ensuring service restoration and a positive customer experience.

> Multi-Skilled Support:

- Consistently exceeded customer service expectations by providing exceptional support that went beyond technical troubleshooting.
- Effectively balanced technical expertise with strong interpersonal skills to build rapport and deliver resolutions that satisfied customer needs.

Education

Savitribai Phule Pune University

Bcs, Computer Science · (July 2011 - October 2013)

Acharya Shri. D.B. Dadawala Junior College

Higher Secondary Certificate, PCM | Computer Science · (June 2010 - May 2011)

G.K.H Mandal's S.M. Choksey High School & Junior College

Secondary School Certificate, General Studies · (March 2008)