UMANG NAGDA

Security GRC Specialist | ISO/IEC 27001:2022 Lead Auditor

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Security GRC specialist delivering end-to-end **ISO/IEC 27001, ISO 9001, ISO/IEC 20000-1, SOC 2 and HIPAA** programmes: gap assessment, policy writing, implementation, internal audit and certification readiness. Three years of UK managed-service IT and security operations (SIEM/XDR triage, incident response, Entra ID and Intune hardening) sharpen control design and audit evidence.

PROFESSIONAL EXPERIENCE

Provalue Business Solutions Pvt. Ltd. | Mumbai, India — **Apr 2026 – Present**

GRC Analyst *Oct 2026 – present* · ***GRC Trainee*** *Apr – Sep 2026*

- Delivering three concurrent client engagements for organisations of 50–280 employees across five frameworks.
- **Integrated management system (ISO 27001 + 9001 + 20000-1, SOC 2):** end-to-end delivery spanning gap assessment, implementation and a completed internal audit; now preparing the client for its external certification audit.
- **Health-tech client (SOC 2 + HIPAA):** end-to-end readiness covering gap assessment, top-management interviews, policies, management assertion and control implementation. HIPAA and SOC 2 Type I reports achieved; Type II in observation.
- **ISO 9001 + ISO 20000-1 client:** end-to-end delivery of QMS and SMS documentation set and driving implementation.

Krome Technologies | Managed service provider, United Kingdom — **May 2022 – Apr 2025**

2nd Line Technical Consultant *Oct 2024 – Apr 2025* · ***1st Line Desktop Support Engineer*** *May 2022 – Sep 2024*

★ **Employee of the Month** for exceptional performance and teamwork; 100% SLA record across ~20 clients (20–400 users each).

- Triaged 10–15 escalated SIEM/XDR alerts a day in Microsoft Sentinel, Cortex XDR and Darktrace CrowdStrike EDR; mapped behaviour to MITRE ATT&CK, enriched IOCs via VirusTotal and coordinated containment through firewall rules and account disablement.
- Handled a file-server permissions incident at an NHS trust through a full rebuild and root-cause analysis.
- Delivered ISO 27001 remediation for clients (GPO, endpoint hardening); configured Entra ID conditional access and Intune.
- Deployed and managed Nessus, Palo Alto firewalls and Microsoft Sentinel; ran Veeam backups and disaster-recovery plans.
- Resolved 15–20 tickets a day (endpoints, Azure/OCI/GCP, email, DLP, network) in ServiceNow and Ivanti.
- **Mentoring:** coached newer engineers on technical troubleshooting, customer communication, incident management.

CERTIFICATIONS & TRAINING

- **ISO/IEC 27001:2022 Lead Auditor** — CQI & IRCA certified course, IRClass · Learner No. 720414
- **ISO/IEC 42001:2023 Internal Auditor (AI Management Systems)** — Quality Asia
- **Certified Social Engineering Defense Practitioner (CSEDP)** — The SecOps Group

SKILLS

GRC	ISO/IEC 27001, ISO 9001, ISO/IEC 20000-1, SOC 2, HIPAA, ISO/IEC 42001 · gap assessment, risk management (NIST, OCTAVE), policy writing, internal audit, audit readiness
Security	Microsoft Sentinel, Wazuh, Cortex XDR, Darktrace, Microsoft Defender, Nessus, Palo Alto, Mimecast, MITRE ATT&CK
Cloud & IT	Azure, Entra ID, Intune, Active Directory / GPO, VMware, Hyper-V, Proxmox, Citrix, Veeam, Linux (RHEL, Ubuntu, Kali), Windows, ServiceNow, Ivanti
Network & code	TCP/IP, VLAN segmentation, VPN, DNS/DHCP, firewall auditing, PRTG · Python, PowerShell, Bash, SQL

LAB

- **Home security lab (Proxmox):** Wazuh SIEM with Sysmon across multi-OS endpoints (rules tuned to cut false positives); evaluating open-source CISO Assistant for GRC work.

EDUCATION

M.Sc. Network and Information Security (NCSC-certified) · **Merit** | Kingston University London — **2021 – 2023**

Risk management (NIST, OCTAVE), cryptography, disaster recovery; secure Android app (AES-based encryption, code obfuscation).

Volunteered as a student mentor — Taught school students math and science

B.Sc. Information Technology · **Grade 8.8** | University of Mumbai — **2017 – 2020**

CCNA-aligned networking, relational databases and system security fundamentals.