

# Manan Vora

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## Senior Manager & Head of Security Architecture and Engineering, Tredence Inc.

As a seasoned cybersecurity professional with 13 years of experience, I currently serve as the Senior Manager and Head of Security Architecture and Engineering at Tredence. In this role, I have built the Security Architecture and Engineering function from the ground up. My expertise spans Security Engineering, Security Architecture, Product Security, and Information Technology, with a strong background in governance, risk management, compliance, and cyber defence. I am proficient in ISO 27001:2013, HITRUST, and SOC 2 Type 2 audits. I hold an MSc in Information Technology from Amity University and a BCA from Gujarat University. I am now seeking new opportunities to further apply my extensive knowledge in cybersecurity and information security management.

### CERTIFICATION

- Certified Information Systems Security Professional (CISSP)
- Certified Information Security Manager (CISM)
- ISO/IEC 27001:2022 Lead Auditor
- Azure Security Engineer Associate (AZ500)
- Azure Fundamentals (AZ900)
- PCI DSS v4.0 Implementor
- AI Governance Certification
- CCNP – Routing
- CCNA
- API Security Architect
- ITILv4 Foundation
- Security +
- Cyberoam CCNSP
- Fortinet NSE4
- Forcepoint Cloud Web Security Administrator
- Forcepoint Cloud Access Security Broker Administrator
- Forcepoint NGFW Administrator
- Sophos Certified Support: Sophos Firewall

### SKILLS

- Leadership
- Cloud Security
- Project Management
- Cyber Security
- Cybersecurity Frameworks
- Problem Solving
- Infrastructure Security
- Security Engineering
- Security Architecture
- Negotiation
- Risk Management
- Stakeholder Management
- Information Security

### WORK EXPERIENCE

#### Tredence, Dec 2021 – Present

##### *Senior Manager & Head of Security Architecture and Engineering (CISO Team)*

- Built the Security Architecture and Engineering function from the grounds up.
- Developed the Cloud Security Framework and Technology Standards for the organization.
- Established standards for firewalls, switches, databases, and cloud platforms across the company.
- Created and managed the Information Security budget, including planning for the upcoming year and tracking current expenses.
- Launched Third Party Risk Management from inception
- Implemented tools and technologies such as CrowdStrike EDR, BluVault for endpoint backup and ransomware protection, Forcepoint DLP, PingSafe CNAPP, and Tufin.

- Reviewed and conducted proof of concept for various tools and platforms, including Akamai WAF, CommVault Backup Solution, Checkpoint Email Security, Microsoft DLP, Microsoft Intune, Microsoft EDR, and GitHub Enterprise.
- Established a Security Operations Center (SOC) for Tredence, including vendor selection and technology integration.
- Conducted architectural assessments for multiple technologies developed within the organization.
- Experienced with ISO 27001:2013, HITRUST, and SOC 2 Type 2 audits.
- Knowledgeable in areas such as Governance, Risk Management, Compliance (GRC), Cyber Defense Center (CDC), Validation and DevSecOps.

## **Forcepoint, Sept 2018 – Dec 2021**

### *Senior Cyber Security Engineer*

- Engaged in troubleshooting and resolving issues related to Cloud Access Security Broker, Forcepoint Web, Forcepoint Cloud Web, Forcepoint NGFW, and associated third-party products to ensure seamless operations for customers.
- Collaborated with clients to gather and assess requirements, delivering customized solutions that enhanced client satisfaction and generated additional business through high-quality service.
- Worked closely with product engineering teams to drive issues toward resolution.
- Mentored junior engineers and new hires, assisting them with technology and product-related questions.
- Provided support to pre-sales and professional service engineers for their POCs, along with root cause analysis for hardware and software anomalies.
- Managed critical accounts and enterprise customers, proactively addressing their issues.
- Conducted weekly internal technical discussions to resolve complex issues and contributed to the knowledge base.
- Oversaw case assignments for technical engineers, acting as a single point of contact for customer advocates, TAMs, dispatchers, and serving as a subject matter expert to assist engineers across various regions.
- Conducted technical interviews for prospective tech-support engineers.

## **Fortinet, Aug 2016 – Sept 2018**

### *Escalation Engineer*

- Served as an escalation engineer, resolving numerous complex issues and achieving a 98% customer satisfaction score from both clients and the management team.
- Conducted over 10 product training sessions for Fortinet partners, distributors, and new hires.
- Managed escalated cases for critical customers, ensuring timely resolutions.
- Provided exceptional service for FortiGate devices to enterprise customers globally.
- Analyzed new issues, driving them toward resolution, and actively collaborated with pre-sales and professional service engineers on their POCs.

## **Sophos, Mar 2015 – Aug 2016**

### *Network and Security Engineer*

- Worked as a Level-1 Engineer, assisting in resolving product issues.
- Provided technical support to customers by addressing inquiries in accordance with departmental guidelines.
- Troubleshoot, replicated, analysed, and diagnosed customer queries using existing knowledge and personal investigations.
- Created technical knowledge base articles based on support incidents and critical issues to facilitate knowledge sharing, proactively developing articles ahead of new product releases.
- Managed cases across various domains, including VPN, Web Filtering, Application Filtering, IDS/IPS, Routing, Switching, DDoS, and ARP.

## **PineLabs, Sept 2013 – Mar 2015**

### *IT Engineer*

- Executed two data centre (DC & DR) migration projects and managed office relocations, including the setup of a new office.
- Performed daily IT operations.
- Managed the company's virtualization infrastructure, hosted on VMWare vCenter, ESXi, VirtualBox, and Windows Servers (Windows Server 2008 and 2012), including server hardening during deployments.
- Administered company networking devices such as SonicWall NSA 4500/4600 firewalls, Cisco ASA, and Dell PowerEdge switches.

- Managed Linux servers, syslog servers, and Tripwire, also performing Linux server hardening during new server deployments.

## **Nessa Technologies, July 2012 – Aug 2013**

*NOC Engineer*

- Managed the company's virtualization infrastructure, hosted on VMWare vCenter, ESXi, VirtualBox, and Windows Servers (Windows Server 2008 and 2012), including server hardening during deployments.

### **Achievement**

- Honored with the Organizational Excellence Award at Tredence in July 2024 for outstanding performance
- Awarded the Q4 2020 Spot Bonus and recognized as a C-SAT Champion for achieving 100% customer satisfaction through exemplary service at Forcepoint.

### **EDUCATION& TRAINING**

- BCA from Gujarat University 2013
- MSc in Information Technology from Amity University 2015