

Mahendra Dhital

Senior Solutions Engineer | Cyber Security Engineer

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PROFESSIONAL SUMMARY

Cyber security engineer with 15+ years of experience across IT security, systems engineering, and IT infrastructure design and implementation. Currently a Senior Solutions Engineer at Trend Micro, partnering with sales teams to run security gap analyses and design cybersecurity strategies for prospects and customers across mining & resources, telecommunications, and federal/state government sectors. Specialties include pre- and post-sales support, proof of concept delivery, security solution design & deployment, Microsoft servers & endpoints, VMware, AWS, Azure, virtualization & cloud security, security architecture, change management, training/mentoring, and tender responses.

CORE SKILLS

Cloud Computing (AWS, Azure) • Data Center Solutions • Cisco Technologies • Active Directory • ITIL • Network Engineering & Design • Operating Systems • Solution & Security Architecture • IT Strategy • VMware & Virtualization

PROFESSIONAL EXPERIENCE

Trend Micro

Greater Sydney Area

Jul 2013 – Present

Senior Solutions Engineer

Jan 2015 – Present

Provide technical assistance to the sales team throughout the sales cycle, contributing directly to successful business closures. Support prospects, customers, and partners in conducting security gap analyses and developing enhanced cybersecurity strategies to mitigate risk.

Technical Account Manager

Jul 2013 – Dec 2014

Delivered technical support to Trend Micro's Premium Support customer base across Australia and New Zealand (Enterprise and Medium Business segments). Served as a strategic member of the account management team, owning technical-level client relationships and the business context behind Trend Micro product deployments.

- Participated in strategic account planning with the Trend Micro account team
- Led strategic planning workshops with customers
- Held regular meetings with clients on solution deployment and management
- Delivered product updates and roadmap presentations to customers
- Partnered with account managers to identify sales opportunities
- Coordinated and delivered on-site field services to clients
- Coordinated and delivered training programs for Trend Micro Australia/New Zealand

Macquarie Telecom

Greater Sydney Area

Nov 2007 – Dec 2012

IT Infrastructure Analyst

Nov 2008 – Dec 2012

Managed and upgraded Macquarie Telecom's core infrastructure. Migrated Exchange Server from 2003 to 2007, deployed Microsoft Lync, and integrated IP telephony as part of a Unified Communications solution. Led an Exchange 2003-to-2010 upgrade (400+ users, 1,000+ mailboxes), a Server 2003-to-2008 migration completed within SLA, and a nationwide Windows 7 migration (420+ staff) using an automated MDT 2010 / Windows Deployment Services process.

Analyst

Nov 2007 – Nov 2008

- Customer portfolio management
- Customer support
- Quality assurance

Telstra Wholesale

2004 – 2007

Greater Sydney Area

Consultant

2004 – 2007

Supported the billing project team with daily data projects, running Excel and VBA scripts to capture and process information from Telstra's core systems.

EDUCATION

CQUniversity

Bachelor of Information Technology, Information Technology • 2001 – 2004 • Grade: A

Western Sydney University

Diploma, Information Technology • 2000 – 2001 • Grade: A

TAFE NSW

Network Engineering • 2008 – 2010 • Grade: A

CERTIFICATIONS & TRAINING

- Trend Micro Certified Cyber Security Professional (ACE) — issued Jul 2021
- Trend Micro Certified Trainer
- AWS Certified Solutions Architect – Associate
- AWS Certified Cloud Practitioner
- AWS Technical Professional
- Architecting on AWS, CCNA, ITIL, TCSP, VMware (DCV / Cloud / VCA-WM), VOIP

LANGUAGES

English — Full professional proficiency • Nepali — Full professional proficiency