

SAMREENKOUSAR M NAREGAL

Technical Solutions Engineer | Network Security | VPN | Cloud Security

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PROFESSIONAL SUMMARY

Technical Solutions Engineer with 4+ years of experience supporting enterprise network security, remote access, VPN, authentication, and cloud-based deployments. Experienced in Ivanti Connect Secure (ICS), Pulse Secure, Citrix NetScaler ADC, SSL VPN, IPsec VPN, Azure, AWS, VMware, and enterprise troubleshooting. Proven success in resolving complex customer escalations, performing root cause analysis, supporting large-scale migrations, and collaborating with Engineering teams to deliver timely resolutions. Strong customer-facing communication skills with expertise in production, incident management, and technical documentation.

CORE COMPETENCIES

Ivanti Connect Secure (ICS) | Pulse Secure VPN | SSL VPN | IPsec VPN | Citrix NetScaler/ADC | Citrix Gateway | Network Security | TCP/IP | DNS | DHCP | ARP | ICMP | HTTP/HTTPS | Load Balancing | High Availability | Authentication & Authorization | SSL Certificates | Cloud Deployments | Linux Administration | Root Cause Analysis | Technical Troubleshooting | Customer Support | Incident Management

TECHNICAL SKILLS

Networking: TCP/IP, UDP, DNS, DHCP, ARP, ICMP, Routing, Traceroute, Packet Analysis

Security: SSL VPN, IPsec VPN, Endpoint Security, AAA Authentication, SSL Certificates

Ivanti Technologies: Ivanti Connect Secure (ICS), Pulse Secure VPN, Always-On VPN, Host Checker, Split Tunneling, Web Rewrite, HTML5 Access, High Availability

Citrix Technologies: NetScaler ADC, Citrix Gateway, StoreFront, Content Switching, Load Balancing, Authentication Policies, Virtual Servers, Citrix Virtual Apps and Desktops

Cloud & Virtualization: Microsoft Azure, AWS, VMware

Tools: Salesforce, Jira, Confluence, Wireshark, PuTTY, MobaXterm, mRemoteNG, Fiddler

CERTIFICATIONS

- KCS v6 Fundamentals Certification
- Ivanti Connect Secure Administrator Certification

PROFESSIONAL EXPERIENCE

Technical Solutions Engineer | Ivanti

Dec 2023 - Present

- Provide advanced technical support for Ivanti Connect Secure (ICS) and Pulse Secure environments, managing 30+ enterprise customer cases monthly while maintaining SLA compliance and high customer satisfaction ratings.
- Troubleshoot enterprise customer issues across cloud and on-premises deployments, including AWS, Azure, VMware, and hardware appliance environments.
- Support six Ivanti appliance families deployed across large enterprise environments, handling high-priority Severity 1-4 incidents and customer escalations.
- Diagnose and resolve complex VPN, authentication, endpoint security, and application access issues involving Web Rewrite, HTML5 Access, Always-On VPN, Host Checker, Split Tunneling, and High Availability features across enterprise customer environments.
- Analyze logs, client behavior, network flows, authentication failures, and configuration data to identify root causes and recommend corrective actions.
- Assist customers with Pulse Secure to Ivanti Connect Secure migration activities, upgrade planning, and deployment validation.
- Partner with Engineering and Product teams to identify and escalate critical product defects, contributing to faster resolution of customer-impacting issues.
- Create and review technical documentation, knowledge base articles, case summaries, troubleshooting notes, and customer-facing communications.

Technical Support Engineer | Citrix Systems

Aug 2022 - Nov 2023

- Provided L2/L3 technical support for Citrix NetScaler ADC, Citrix Gateway, and enterprise application delivery environments.
- Troubleshoot load balancing, content switching, SSL, authentication, Gateway, StoreFront, and virtual server issues.
- Handled Severity 1 through Severity 4 customer cases in accordance with SLA commitments and support processes.
- Analyzed NetScaler logs, NewNSLogs, counters, packet captures, and configuration data to isolate root cause.
- Supported SDX and VPX licensing, upgrades, configuration changes, and production issue resolution.
- Investigated application launch and virtual desktop access issues for Citrix Virtual Apps and Desktops environments.
- Documented software defects and collaborated with development teams to validate fixes and provide customer updates.

EDUCATION

Bachelor of Engineering, Electronics and Communication Engineering | KLE Institute of Technology, Hubballi | CGPA: 7.0

PROFESSIONAL STRENGTHS

Customer-Focused Technical Support | Enterprise Troubleshooting | Root Cause Analysis | Incident Response | Technical Documentation | Product Escalation Management | Problem Solving | Cross-Functional Collaboration