

RAKTIM PAIN

Cybersecurity Solutions Consultant | Enterprise Pre-Sales & Solution Architecture | Security GTM & Advisory

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PROFESSIONAL SUMMARY

Cybersecurity Solutions Consultant and Enterprise Pre-Sales Advisor with 5+ years of progressive experience advancing from technical security delivery into enterprise GTM leadership — spanning cybersecurity solution consulting, security GTM strategy, technical pre-sales, strategic account management, and customer success. Proven track record engaging CXOs, running technical discovery workshops, designing enterprise security architectures (Zero Trust, SIEM, SOAR, EDR, XDR, Cloud Security, VAPT, GRC), and authoring high-value techno-commercial proposals and RFP/RFI responses. Skilled at coordinating OEMs, delivery teams, and executive stakeholders to accelerate sales cycles and drive measurable business outcomes, with growing expertise in AI-enabled security operations, Agentic AI, and AI governance.

CORE COMPETENCIES

Cybersecurity Solution Consulting • Enterprise Pre-Sales & Solution Architecture • Security GTM Strategy • CXO Advisory & Executive Engagement • Technical Discovery Workshops • Proposal Development & RFP/RFI/RFQ Management • Techno-Commercial Strategy • Strategic Account Management • Business Development • Customer Success & Retention • Digital Transformation Consulting • Zero Trust Architecture • Managed Security Services (MSSP) • Cloud Security • GRC & Compliance Consulting • Vendor/OEM & Partner Ecosystem Management • Commercial Negotiation & Deal Closure • Cross-Functional & Distributed Team Leadership

TECHNICAL SKILLS

Cybersecurity: Zero Trust, SIEM, SOAR, EDR, XDR, VAPT, WAPT, API Security, Secure Code Review, Identity Security, Security Architecture, Managed Security Services (MSSP), Threat Detection, Security Operations, Risk & Compliance Assessment, Cyber Resilience

Compliance & GRC: ISO 27001, NIST, GDPR, HIPAA, PCI-DSS, DPDPA, SOC 2 Type 2, Audit & Risk Assessment

AI & Emerging Technology: Generative AI, AI Security, AI Governance, Agentic AI, Prompt Engineering, AI-Assisted Threat Detection, Responsible AI, Security Automation, Enterprise AI Adoption

Cloud & Platforms: AWS Fundamentals, Azure Fundamentals, Hybrid Cloud, Cloud Migration & Governance, Cloud Compliance, Splunk, Zoho, Zendesk

Business & Sales: Solution Selling, Consultative & Value Selling, Technical Sales, Proposal Writing, Contract Negotiation, Executive Presentations, Customer Enablement, Stakeholder Management

PROFESSIONAL EXPERIENCE

Business Manager – Security GTM & Advisory

eCAPS Cybersecurity & Networking | Kolkata, India | June 2026 – Present

- Drive business development and revenue growth through strategic client acquisition and enterprise account management across cybersecurity, cloud, and digital transformation portfolios.
- Engage CXOs and key stakeholders through executive discovery workshops to align technology roadmaps with business priorities.
- Shape enterprise proposal strategy — solution architecture, pricing, commercial positioning, and RFP/RFI responses — to win new cybersecurity and cloud engagements.
- Manage strategic OEM and technology partner relationships throughout the full sales lifecycle and coordinate cross-functional delivery teams to accelerate deal closure.
- Position a 5-solution AI-powered cybersecurity portfolio — Zero Trust, MDR, SIEM, SOAR, and cloud security — for enterprise customers.

Cybersecurity Solution Architect

Prime Infoserv Pvt Ltd | Kolkata, India | November 2025 – June 2026

- Led presales solution architecture across 8 cybersecurity service lines — VAPT, WAPT, Android Security, API Security, Cloud Security, Network Security, Secure Code Review, and Managed Security Services.
- Analyzed RFPs, RFQs, and client requirements to design technically sound and commercially viable security solutions for enterprise and government clients.
- Owned end-to-end proposal creation — technical scope, methodology, deliverables, pricing matrices, and compliance mapping across 3 major frameworks (ISO 27001, GDPR, HIPAA).

- Acted as technical SPOC between sales, delivery, and clients, designing custom security assessment frameworks across on-prem, cloud, and hybrid environments.
- Supported deal qualification, effort estimation, and pricing strategy to improve win-rate and margin control.

IT Consultant

Globus Logisys Pvt Ltd | Mumbai, India | January 2025 – August 2025

- Led AI-enabled digital transformation and SaaS integration consultations to enhance operational efficiency.
- Recommended secure modernization strategies and drove cybersecurity implementation across 2 compliance frameworks (ISO 27001, GDPR).
- Conducted system evaluations and vendor negotiations, recommending risk-mitigated upgrade paths.
- Delivered user training on security-conscious implementation, fostering a culture of compliance.

Customer Success Account Specialist

V-Count | Remote (APAC, Europe, North America) | October 2022 – November 2024

- Managed 250+ enterprise SaaS accounts globally, serving strategic brands including Swatch, Bang & Olufsen, Alexander Wang, and Alghanim.
- Delivered 150+ product demonstrations and onboarding sessions tailored to enterprise use-cases, sustaining a customer retention rate of approximately 95%.
- Conducted QBRs and account reviews, driving an average 20% increase in contract value through upsell and value-added services.
- Partnered with Product and Engineering teams to resolve escalations, translate client feedback into product enhancements, and mentor junior team members.

Guest Faculty Member (Part-time)

Webel (West Bengal Electronics Industry Dev. Corp. Ltd.) | Kolkata, India | January 2024 – September 2024 | concurrent with V-Count role

- Delivered lectures and hands-on training on cybersecurity concepts, governance frameworks, and business communication.
- Developed course materials aligned with industry standards and current threat landscape trends.

Cybersecurity Consultant – GRC (Freelance, part-time)

Independent | India | January 2021 – March 2023 | concurrent with full-time roles

- Supported ISO 27001, NIST, GDPR, and PCI-DSS compliance readiness through internal audits and risk assessments.
- Developed security awareness training materials and audit documentation for client organizations.

SELECTED PROJECTS

- **Enterprise Cybersecurity Proposal Automation** – Built reusable proposal frameworks that reduced preparation effort and improved consistency and compliance mapping.
- **EA Sports World Cup 2024 Onboarding** – Led multi-stakeholder client onboarding in record time with comprehensive welcome kits and enablement guides.
- **Swatch Account Recovery** – Resolved a major enterprise account issue and retained a key global client.
- **Globus Logisys Cybersecurity Initiative** – Coordinated with IT leadership to implement organization-wide cybersecurity protocols.

EDUCATION

Master of Computer Applications (MCA), Computer Science – Lovely Professional University, Phagwara, India (2022 – 2024)

Bachelor of Arts (BA), English Language and Literature – Burdwan Raj College, India

CERTIFICATIONS

Certified Ethical Hacker (CEH) • AI Agent Security Specialist • API Security for PCI Compliance • DPDPA (Digital Personal Data Protection Act) • Generative AI Fundamentals • Cisco Cybersecurity Essentials • Splunk Fundamentals (Intro, Using Fields, Alerts) • Google: Networks and Network Security • RHCSA (Trained) • Seceon Innovation & Certification

KEY ACHIEVEMENTS

- Managed 250+ global enterprise accounts across APAC, Europe, and North America with ~95% retention and a 20% average increase in contract value.
- Delivered 150+ enterprise product demonstrations and technical presentations.
- Designed enterprise-grade cybersecurity proposals and solution architectures for enterprise and government clients, using reusable frameworks that cut proposal turnaround time.