
RAKTIM PAIN

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PROFESSIONAL SUMMARY

Solutions Consultant with 3+ years of experience in cybersecurity, SaaS, and IT consulting, specializing in client-facing engagements, solution presentations, and technical storytelling. Proven ability to lead discovery discussions, deliver impactful product demonstrations, and translate complex cybersecurity concepts - including SIEM, SOAR, EDR, and compliance framework - into clear business value.

Experienced in collaborating with sales, product, and engineering teams to drive consultative engagements, accelerate deal cycles, and build strong client relationships. Passionate about enabling organizations with scalable, AI-driven security solutions that improve visibility, response, and compliance.

CORE COMPETENCIES

- Solution Consulting & Pre-Sales
- Product Demonstrations & Technical Presentations
- Client Discovery & Use-Case Mapping
- Cybersecurity Solutions (SIEM, SOAR, EDR, VAPT, GRC)
- Technical Storytelling & Value Propositioning
- SaaS & Enterprise Sales Support
- Stakeholder Management & Client Engagement
- Proposal Development & RFP/RFQ Analysis
- Compliance: ISO 27001, GDPR, HIPAA, PCI-DSS
- Tools & Exposure: Splunk, Cloud Fundamentals, Security Frameworks

WORK HISTORY

Solution Architect, 11/2025 - Current

Prime Infoserv Pvt Ltd – Kolkata, India

- Leading presales solution architecture for cybersecurity engagements including VAPT, Secure Code Review, Cloud Security, Compliance (ISO 27001, GDPR, HIPAA) and Managed Security Services.
- Analyse RFPs/RFQs, scope documents, and client requirements to design technically sound and commercially viable security solutions.
- Own end-to-end proposal creation — technical scope, methodology, deliverables, assumptions, exclusions, pricing matrices, and compliance mapping.
- Act as a technical SPOC between sales, delivery, and customers, ensuring feasibility, clarity, and risk alignment before deal closure.
- Conduct client-facing technical discussions, solution walkthroughs, and architecture explanations for enterprise and government clients.
- Design custom security assessment frameworks aligned with client environments (on-prem, cloud, hybrid).
- Support deal qualification, estimations, and pricing strategy to improve win-rate and margin control.
- Collaborate with delivery teams to ensure smooth handover from presales to execution with zero scope ambiguity.

IT Consultant, 01/2025 - 08/2025

Globus Logisys Pvt. Ltd. – Mumbai, India

- Facilitated SaaS solution integration and post-sales support for logistics operations.
- Assisted in onboarding and training internal users on IT systems and compliance frameworks.
- Collaborated with sales and product teams on proposal development and documentation.
- Drove cybersecurity implementation based on ISO 27001, GDPR, and internal audit readiness.

Customer Success Account Specialist, 10/2022 - 11/2024

V-Count – Remote | Global

- Managed 250+ enterprise SaaS clients globally (APAC, Europe, North America).
- Delivered 150+ product demos and onboarding sessions tailored to customer use-cases.
- Conducted regular QBRs and account reviews to assess satisfaction and upsell readiness.
- Resolved escalations in collaboration with product and engineering teams.
- Tracked KPIs, usage metrics, and renewal cycles using in-house CRM.
- Gathered user feedback and presented actionable insights for product improvements.
- Mentored junior team members, sharing my expertise to help them thrive in their roles.



Olivier Marechal · 1st

Directeur Services Après Vente chez Inter-Actif Centre de Services Agréé Apple

November 11, 2024, Olivier was RAKTIM's client

All LinkedIn members

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Raktim is an efficient professional. I have always been able to count on him to resolve my support requests as quickly and efficiently as possible. His interpersonal skills and professionalism have always lived up to my expectations.



Thor Sigurdsson · 1st

Project and Service Management

October 30, 2024, Thor was RAKTIM's client

All LinkedIn members

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I've had the privilege of connecting with Raktim Pain, and in my time getting to know him, I've come to appreciate his deep passion and expertise in cybersecurity, Linux, cloud computing, and Python. Raktim's commitment to mastering these domains is both impressive and inspiring, and his enthusiasm for continuous learning is evident in every conversation we have.

Raktim possesses a rare blend of technical know-how and strategic insight. His ability to work across diverse environments, from cloud infrastructure to Linux-based systems, is complemented by a meticulous approach to cybersecurity. He has a sharp eye for identifying potential vulnerabilities and implementing robust measures, showcasing his commitment to security and excellence. Additionally, his proficiency in Python has enabled him to tackle complex challenges, automate solutions, and streamline processes with ease.

What stands out most about Raktim is his openness to advice and new ideas, coupled with a proactive drive to connect and learn from others.

His collaborative spirit and readiness to engage make him a strong asset to any team and a valuable connection for those looking to deepen their understanding of these critical fields. I'm confident that Raktim will continue to make a significant impact, and I'm grateful to have him in my professional network.



Kah Lok Siew · 1st

Presales Manager -APAC & MEA at V-Count

November 8, 2024, Kah Lok was senior to RAKTIM but didn't manage RAKTIM directly

All LinkedIn members

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I had the pleasure of working alongside Raktim, and I can confidently say he is one of the most dedicated and responsible professionals I've encountered. Raktim approaches every task with an impressive level of commitment, always going the extra mile to ensure that projects are completed with quality and on time. His work ethic is truly inspiring, and it has positively impacted our team's efficiency and morale.

Beyond his professional abilities, Raktim is also a fantastic colleague to work with. He's friendly, approachable, and always willing to lend a hand to anyone who needs it. His positive attitude and team-oriented mindset create a supportive work environment, making collaboration with him both enjoyable and productive.

Raktim's dedication, responsibility, and warm personality make him an asset to any team. I highly recommend him to anyone looking for a dependable and skilled professional

Guest Faculty Member, 01/2024 - 09/2024

Webel – Kolkata, India

- Delivered lectures on cybersecurity concepts, governance frameworks, and business communication.
- Implemented innovative teaching techniques to accommodate different learning styles, ensuring that all students were able to progress at their own pace.
- Prepared and executed hands-on training sessions to enhance practical understanding.
- Developed course materials aligned with industry standards and emerging trends.

Cybersecurity GRC Analyst , 01/2021 - 03/2023

Freelance – India

- Enhanced team collaboration by providing clear communication of complex findings through visualizations and reports.
- Enhanced customer satisfaction rates through detailed analysis of customer feedback data and subsequent improvements in service offerings.
- Generated reports detailing findings and recommendations.
- Delivered cybersecurity awareness training.

PROJECTS

• EA Sports World Cup 2024 Onboarding

Led multi-stakeholder onboarding in record time.

Prepared comprehensive welcome kits and informational guides

• Swatch Account Recovery

Resolved a major account issue and retained a key client.

• Globus Logisys Cybersecurity Initiative

Coordinated with IT team and CMD to implement cybersecurity protocols.

• Paperless Office Drive

Successfully led digitization of business processes for enhanced efficiency and compliance.

KEY ACHIEVEMENTS

- Delivered **150+ product demonstrations**, significantly improving client onboarding and conversion rates
- Managed **250+ global enterprise accounts**, driving retention and expansion
- Designed **custom cybersecurity proposals and solutions** for enterprise and government clients
- Successfully led **multi-stakeholder onboarding projects** with high client satisfaction

EDUCATION

MCA: Computer Science, 09/2024

LPU - Phagwara, India

CERTIFICATIONS

- Ethical Hacker (Mar 2026)
- AI Agent Security Specialist (Mar 2026)
- API Security for PCI Compliance (Feb 2026)
- DPDPA (Jan 2026)
- Introduction to CIP (Jun 2025)
- Cisco: Cybersecurity Essentials (2023)
- RHCSA - Trained
- Splunk Certifications (Intro, Using Fields, Alerts – 2024)
- Google: Networks and Network Security (2023)

HOBBIES AND INTERESTS

- Generative AI exploration
- Hiking and reading