

# Abdel-Haqq ITITO

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## Professional summary

Detail-oriented and security-focused IT professional with a Bachelor's degree in Computer Information Systems and hands-on experience supporting secure IT infrastructure in public-sector environments. Currently completing a cyber security analyst certification course to attain CompTIA CySA+ certification. Committed to securing digital assets through continuous learning and best practices.

## Technical Skills

**Networking** – DHCP, DNS, LAN (802.11), Firewalls, IDS/IPS, Wireshark, Packet Capture

**Security Tools:** Nmap, TeamViewer, RDP, Cisco Meraki, FING

**Operating Systems** – Windows Server, Windows 10/8/7, Linux, macOS, Cisco IO

**Software** – MS Office, Google Workspace, ArcGIS, SharePoint, SQL, Hyper-V, VirtualBox, Cisco Packet Tracer

**Cloud** - AWS, Azure, Google Cloud Platform

**Scripting** - Python, Bash

**Functional Strengths:** Data Recovery, Endpoint Support, Data Analytics

## Education

### Per Scholas | Bronx, NY

10/2025

Cybersecurity, CompTIA CySA+ Certification (Pending)

Splunk Core User Certification (Pending)

NDG Linux Essentials Certificate (Pending)

Cisco Network Essentials Certificate (Pending)

Cisco Cyber Security Essentials Certificate (Pending)

### Lehman College – CUNY, Bronx, NY

05/2020

Bachelor of Science in Computer Information Systems

## Professional Experience

### GIS Specialist – IT & Data Systems

#### NYC Department of Transportation — New York, NY

02/2023 – 02/2025

- Automated GIS data processing with Python scripts, reducing error rates and enhancing data security.
- Performed quality assurance checks on spatial datasets to preserve data integrity.
- Applied AI-supported analysis tools for mapping and data enrichment projects.
- Maintained secure collaboration environments using Microsoft and Google tools.
- Authored internal best practices and tips for secure GIS platform usage.

### Technical Support Intern

#### NYC Department of Education — Bronx, NY

10/2022 – 02/2023

- Provided endpoint security support for student and staff devices.
- Configured and maintained secure wireless access for DOE systems.
- Performed software updates and troubleshooting within access-controlled environments.
- Educated users on secure practices and technology use in accordance with DOE cybersecurity policies.