

Abdulrazzaq Khalaf

Contact details

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Profile

IT professional with 3 years' IT experience skilled in troubleshooting computer hardware and software, efficient project management, and dedicated to delivering exceptional customer service. Confident working independently across all organizational levels. Effective communication in Arabic, English, and Russian/Ukrainian.

Key Projects

- **CompTIA A+ Certification:** Completed hands-on projects involving hardware and software troubleshooting, demonstrating proficiency in diagnosing and resolving technical issues.
- **Google Cybersecurity Certificate:** Successfully completed coursework on cybersecurity principles, including threat analysis and protection techniques.
- **Network Traffic Analyze:** Carried out network sniffing and packet inspections using tools like TCPDUMP and WIRESHARK, demonstrating a practical understanding of network analysis.

Skills

- | | |
|-------------------------------------|---|
| • Strong problem-solving abilities. | • Working under pressure. |
| • Proficiency in Windows/Mac OS. | • Incident management. |
| • Network configurations knowledge. | • Knowledge article development. |
| • Technical troubleshooting. | • Active Directory and Office 365 programs. |
| • Ability to work independently. | • Java, Python Linux, SQL |

IT-Experience

Cyber Outreach Advisor

Jan 2023 – Oct 2023

Cyber Resilience Centre for London – London, UK

Mayor's office for Policing and Cybercrime, raising awareness, Prevention and Consultancy.

Achievement:

- ✓ **Team Collaboration:** Contributed to achieving a 55% improvement in the organization's yearly anticipated outcomes, leading to the company's nomination for the Cyber Awareness Award 2023.
- ✓ **Customer-Centric Approach:** Collaborated closely with the Customer Relationship Manager, ensuring a customer-centric focus that resulted in 100% customer satisfaction.

Responsibilities:

- **Threat Analysis & Protection:** Conducted thorough threat analysis, improved security measures, and implemented user training, enhancing defense against cyber threats.
- **Community Outreach:** Collaborated with law enforcement and SMEs to boost cyber awareness and resilience, delivering presentations, distributing security guidance, and conducting surveys to assess readiness.
- **Content Creation:** Created engaging content to advocate for good cyber security practices and target at-risk businesses, contributing to improved resilience.

Technical Support Analyst

Apex Hotels Ltd – London, UK (Feb 2021 – Nov 2022)

Hospitality and Marketing Customer services – IT department

Achievements:

- ✓ **Accountability:** provided support to Seniors and managers in performing urgent tasks efficiently. Provided curated presentations and latest statistics and reports with risk assessments specific to the requirements.
- ✓ **Records management:** Monitored and updated record systems, archiving and retrieving files and documents in a timely manner.

Responsibilities:

- **Resolved Technical Issues and Technical Troubleshooting:** Swiftly and accurately resolved technical issues with systems, hardware, and telephones through the analysis of problems and efficient troubleshooting methods.
- **Customer Service and Communication:** Provided remote support for up to 30 clients daily, offering assistance to cloud-based and web-based clients via phone, email, and chat. Additionally, explained security measures in simple terminology to help users understand malware and phishing threats.
- **Ability to Work Independently:** Independently reduced response time for Tier 1 support tickets.
- **Knowledge Article Development:** Created and maintained informative articles or documentation for internal and customer use.

Non-IT-Experience

Security Officer

Security Man LTD – London, UK (Feb 2017 – Feb 2021)

Security Industry Authority (SIA)

Achievements:

- ✓ Worked closely with partner organizations to identify security issues affecting daily operations and, where appropriate, contributed to remediations and strategies implemented.

Responsibilities:

- **Security Collaboration and Risk Mitigation:** Collaborated effectively with partner organizations to identify and address security issues, enhancing the safety and security of daily operations.
- **Incident Documentation and Reporting:** Demonstrated strong problem-solving abilities by monitoring, documenting, and reporting violations and unsafe conditions accurately and efficiently, contributing to a safer environment.
- **Access Control and Crowd Management:** Applied technical troubleshooting skills to enforce access restrictions, ensuring a secure environment, carried out crowd control effectively, and provided necessary escorts to maintain order.
- **Regulatory Compliance and Self-Exclusion Program:** Played a vital role in the self-exclusion program, enforcing strict compliance with regulations and contributing to the overall security and safety of the organization.

Education - Certification

Arden University

2022 – Ongoing

BSc Computer Science London, UK

Odessa National University of Technology

2012- 2016

Bachelor's in computing and IT, Odessa, Ukraine

CompTIA A+ | Google Cybersecurity Certificate | CC by (ISC)2 | Microsoft AZ-900 | Microsoft SC-900 | HTML, CSS essential training | IT and Cybersecurity risk | management essential training | CompTIA Security+ (SY0-601) Cert: Project Management

References:

Available upon request