**ABOOD RABADI Canal Winchester, OH 43110**

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**IT/CyberSecurity Professional**

Solid professional with 3 years of experience in E-Commerce, customer service, and IT. An ambitious and results driven professional with experience leading a team in cybersecurity governance. **Experience reviewing tickets and managing active directory environments**. Classroom experience performing access control group functions for various applications. Experience developing IT security standards, policies and procedures. Capstone experience creating a security awareness training program. Familiarity with IAM tools, SIEM tools, incident response, monitoring and reviewing logs on computer networks, and analyzing security related anomalies.

**TECHNICAL PROFICIENCIES**

Platforms: Linux, Windows, AWS, Office 365, Command line interfaces

Frameworks: NIST 800-53 Rev 5, ISO 27001, CIS CSAT, PCI DSS

Languages: HTML(CSS) & JavaScript, Python, PHP, SQL, PowerShell

Tools: CrowdStrike, Splunk, JumpCloud, Metasploit, Nmap, Wireshark, Firewall, Antivirus

Soft Skills: Customer service, collaboration, written and verbal communication, empathy

**EDUCATION & CERTIFICATIONS**

Network+ (Anticipated 10/23**) •** Security+ **•** JumpCloud Cor**e •** Certified in Cybersecurity **•** CrowdStrike

*Bachelor of Science* **Cybersecurity**, Franklin University Columbus OH, May 2023

**WORK HISTORY**

**E-Commerce Clerk** |KROGER (Canal Winchester, Ohio) JAN 2020 – Present

* Resolve customer related issues through the Clicklist technology resolution database.
* Familiarity with PCI DSS and the handling of PII.
* Collaborated in a team of **15** in a high pressure, fast paced environment completing 140 Clicklist orders per day, preparing orders with an over **95%** pick accuracy and a twenty second per item rate.
* Effectively used store planogram to locate items in alternate locations throughout the store.

**Cybersecurity Professional/ Team Lead, Internship** |Cyvergance.AI MAR 2023 – JUNE 2023

* **Managed Zendesk Helpdesk ticketing system and user and provisioned devices and users through JumpCloud**.
* Applying **cloud** and **encryption** technologies to production environment.
* Managed policies for **Active Directory** Federation Services, OU, GPO, and MDM
* Led a team of **10** members that developed weekly presentations on risk communication skills with executives.
* Compile team’s work with other teams to create complete GAP Analyses and CIS Critical Security Controls.
* Conduct enterprise impact assessments/security impact analyses while managing patch and technical policies.
* Conducting Risk Assessment gap analysis using NIST SP 800-53, Rev 5, NIST SP 800-171/172, and ISO 27001, developing policies and procedures for areas that require attention.
* Applying ITIL to improve writing skills and applying DLP in a production environment.
* Involvement in change management and incident response teams, configuration management, and developing workflow and process improvement.
* Involvement in SOC, continuous learning and on-the-job training and involvement in IT configuration control board activities.