# Amer Blboheath

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## Junior IT Analyst
## Summary of Qualifications

- 8+ years of experience providing technical support and IT solutions across cybersecurity, programming, ethical hacking, penetration testing and computer repair fields
- Proficient in resolving complex technical issues across software, hardware, operating systems, and networks, with a strong passion for cybersecurity and ethical hacking, ensuring secure systems
- Demonstrated ability to detect vulnerabilities, perform penetration testing, and apply secure coding practices using tools including Metasploit, Burp Suite, Nmap, Wireshark, and Kali Linux
- Excellent written and verbal communication skills with a proven ability to resolve technical issues and support users both remotely and on-site

## Technical Skills

**Operating Systems:**   *Windows, Android, iOS, Mac OS, Linux*

**Applications & Tools:**   *Microsoft Office 365, VScode, Git, GitHub, CI/CD, PyCharm, Wireshark, Nmap, Proxyman,* VirtualBox, *VMware, Google Workspace, Packet Tracer,* Burp Suite, Bettercap, Metasploit, Hashcat

**Project Management:**   *Agile, Waterfall, Scrum*

**Languages & Frameworks:**  *Bash, Python, HTML/CSS, JavaScript, Mojo, Fast Api, React, SQL, Flask, Node.Js*

## Education & Certifications

**Google IT Support Professional Certificate**                                              **Expected 2025**

**Career Essentials in Generative AI**                                                      **Expected 2025**

**Junior IT Analyst Program**                                              **April 2025 – June 2025**
NPower Canada | Toronto, ON
*14-week intensive online class training on the fundamentals of computer technology, and project management essentials.*

- Configure device operating systems including Windows and Linux, while configuring disk partitions and filesystems
- Troubleshoot and problem-solve core service and support challenges while applying best practices for documentation, change management, and scripting
- Support basic IT infrastructure and networking, including DNS and DHCP, applying standard protocols with TCP/IP communications
- Configure and support PC and IoT device hardware
- Manage an organization's computers and users using Directory Services, Active Directory, and OpenLDAP
- Develop a complete understanding of the Agile project management lifecycle, key techniques and deliverables

**Bachelor of Arts in International Business Management**                                    **April 2014**
Asia Pacific University | Kuala Lumpur, Malaysia

## *Work Experience*

**Machine Learning Content Moderator**                                    **November 2019 - November 2023**
Accenture | Jakarta, Indonesia
- Monitored and evaluated 5,000+ pieces of content monthly using machine learning tools and internal moderation systems to ensure compliance with platform guidelines and policies
- Effectively reviewed and prioritized 300+ flagged content cases per shift across 3 platforms and 10+ queues, ensuring 98% accuracy and timely resolution based on severity and impact
- Collaborated with AI systems to improve classification accuracy by 25% by providing real-time human feedback on mislabeled or sensitive content
- Assisted in refining moderation models by analyzing 50+ edge cases weekly and reporting trends or inconsistencies to engineering and policy teams, reducing false positives by 30%

**Machine Learning Content Moderator**                                    **October 2015 - October 2019**
Cognizant | Singapore, Singapore
- Communicated with 5 team leads to understand content policy guidelines and ensure moderation actions aligned with platform standards across 4 different content types
- Worked independently on daily moderation tasks, contributing to quality improvements that increased team efficiency by 20% and accuracy to 95%
- Effectively used 8 internal content moderation systems and tools after independently learning their functionality and workflows within 2 weeks
- Reviewed and flagged 300+ pieces of content per shift, providing detailed feedback that improved automated content classification models by 15%

**Junior Backend Web Developer**                                    **August 2014 - September 2015**
Marcusevans Group| Kuala Lumpur, Malaysia
- Collaborated with 5 team members to plan and execute 12 development sprints focused on building scalable backend features for 3 web applications serving 10,000+ users
- Created 15+ backend logic modules and APIs using Python and FastAPI, contributing to streamlined data processing and improved performance by 40%
- Maintained and updated 2 databases and server-side codebases to ensure 99.5% uptime and enhance user satisfaction with deployed features
- Integrated 8 third-party APIs and implemented authentication mechanisms for 5,000+ users, increasing application functionality by 30% and ensuring secure user access