**Mickael Coulibaly**

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**EDUCATION**

University of Montana, Missoula, Mt

**Bachelor of Science in Business Administration 13th May 2017**

Majors: **Management Information Systems** and **International Business**

University of Montana, Missoula, Mt

**Associate of Arts in Business Administration May 2014**

University of Ouagadougou, Ouagadougou, Burkina Faso

**Baccalaureate Degree in Accounting May 2009**

**Bilingual:** Fluent inEnglish and French

Possess a valid California driver license

**TECHNICAL SKILLS**

• Certified Splunk threat hunting user.

• Certified Carbon Black user.

• Certified LogRhythm user.

* Rapid7 monitoring
* Alien vault monitoring
* Sophos monitoring.
* Dark web monitoring.
* Dark tracer monitoring.
* Security Onion installation and maintenance.
* Service Now, and Jira as a ticketing system.
* Very familiar with virtual Machines.
* Microsoft team and rocket chat.
* Languages- Visual basic, SQL, R, HTML, Python
* Languages- Visual basic, SQL, R, HTML, Python
* Software- Microsoft Office (Word, Outlook, PowerPoint, Excel), G suite, WorkPress, Zendesk, Netsuite Soft Test, Salesforce.com, Microsoft server 2012 R, Moodle, Tableau, Active directory, slack, Microsoft project and Asana.
* Operating systems- Windows Vista 7,8,10 and XP;
* Perfect understanding of LDAP, DNS, Kerberos, server installing process and configuring the server for remote management, Security permission folders, Organizational units, DHCP configuration, installing a domain controller, creating group policy object, configuring IPv4 and IPv6 addressing, creating and configuring virtual network, Data Base creation, citrix receiver and configuring application restriction policy.

Perfect understanding of global chain supply management, cross cultural management, international finance as well as domestic finance, marketing principles and international business in general.

Very familiar with the strategic management framework, managerial accounting (GAAP), and macro and micro economy.

Perfect understanding of the West Africa accounting system (Syscoa).

Perfect understanding of how administration works in the USA and oversea (France and West Africa).

* Very familiar with IT project management framework.

**EXPERIENCE**

**Cybersecurity Analyst II (01/08/2020 – 10/30/2020)**

**And IT support coordinator**

* Installing servers and collectors at the client level.
* Processing Information Security, Identity Management access requests and/or operational incident tickets. May run vulnerability scans on systems and applications.
* On call 24/7 to address security related access issues on a rotational basis.
* Collaborating with development and other functional areas to address vulnerabilities within systems/applications.
* conducting risk assessments on vendors and internal applications.
* Creating reports that are issued to the business owners and works with the business owner and vendor to address findings.
* Reporting on key metrics.
* conducting access reviews of systems and applications with data stewards to ensure access is appropriate and separation of duties does not exist.
* Acting as liaison to auditors (internal and external).
* Provides support for the secure password vault. Investigates alerts and works with business units on remediation.
* Collaborating with third party vendors on conducting penetration testing of internal and external network, as well as all identified applications and systems.
* Tracking and working on remediation of findings.
* Connecting internal systems, applications, and databases into the Access Review and Identity Managing tool to provide automation to access reviews and user provisioning.
* Performing other duties as assigned.
* Provides 24/7 support for the Privileged Access Vault (Cyber-Ark) to onboard identities and connect into systems and applications.
* Conducting meeting with clients about monthly reports.
* Generate client’ monthly report.
* Training my Peers.
* Document and maintain Cybersecurity Risk Register.
* ability to run reporting programs and security applications.
* Experience in with implementing and monitoring security controls in a regulated environment.
* Excellent customer service skills.
* Developing departmental operating standards and procedures.
* Strong research, analytical, and problem solving skills.

**Security Center Analyst I (April 2019 – July 2020)**

**Company name: NovaCoast**

* Detection, monitoring, analysis, threat hunting and resolution of security incidents with SIEMS
* (carbon black, Symantec Data loss prevention, Splunk, Zabbix, Q radar, Symantec data loss prevention
* software, Iron scale, Symantec DLP and SEP).
* Familiar with the following ticketing system: Service now (SNOW), Jira, Zendesk.
* Performing network, application, and log intrusion detection on physical machines and on VDI
* machine.
* Participation in security incident handling efforts in response to a detected incident.
* Maintaining awareness of trends in security regulatory, technology, and operational requirements.
* Assessing business or process requirements, completing research and analysis to determine viable
* solutions.
* Control of various risk assessment processes.
* Event investigations.
* Ticket creation and escalation (internally so as externally).
* Training new hires on how to use Different SIEMs and how to follow SOPs or SLAs guideline.
* Shift manager (assigning shift and clients to analyst).
* Participating on Hiring Panel.

**IT Network and telecom Technician (contractor)**

BUSINESS CONNECTIONS - Client name: Varcum - Red Bluff, CA

March 2019 to April 2019

* Setup, testing and maintenance required for CPE installation of POTS, DSL and Networking services.
* Install and maintain network interface devices (NID) and Optical Network Terminals (ONT).
* Troubleshooting from the MDF to the demarcation point including CPE.
* Respond to trouble tickets within acceptable company timeframe standards.
* Perform routine preventive maintenance and standard repairs to distribution systems.
* Perform cable/fiber testing and splicing.
* Locate buried copper and fiber optic cabling.
* Meet documentation timeframe standards for closing trouble tickets, service orders, timesheets, etc.
* Complete inventory and replenishes inventory as needed.
* Must always perform task within required workplace safety practices.
* Responsible for familiarization and operation of all company supplied testing gear.
* Must possess ability to multitask and manage multiple projects and assigned task to completion in an
* organized and efficient manner.
* Work independently or effectively in a team environment.
* Perform administrative tasks such as record keeping, and documentation of disgruntled customers,
* with a high degree of accuracy and attention to detail.
* Ability to work in different environments including inside of customer homes, outside, in inclement
* weather and on ladders.
* Must be able to analyze and solve problems and perform effective troubleshooting.
* Knowledge of state and federal safety regulations.
* Identifies and assesses customer's needs to achieve satisfaction, engaging in our "Extra Mile
* Customer Treatment Policy."
* Prepares internal reports within the exchange for the Exchange Manager.
* Interpersonal skills to handle sensitive and confidential situations, personable, professional, upbeat,
* and energetic, uses tact and diplomacy.
* Keeps Company and Customer information confidential according to Company's nondisclosure policy
* and CPNI guidelines.

**IT Support Technician**

Company Name: microvellum 07/23/2018 to 09/3/2018

* Remote network connection with TeamViewer.
* Resetting clients' user ID, Password,
* Solving clients' software issues, assigning clients' permission on the network.
* Report any software issues to the developing team.
* Testing new software update release.
* Helping client to calibrate their CNC machine over the phone
* Updating clients personal, subscription and software.
* Responding to ticket (Zendesk).
* Managing clients from UK, USA, and Canada so as French Canada (Montreal).
* Helping clients for any SQL Database connection and issues.

**IT Administrator/IT System Analyst I internship** (University of Montana) Dec 2016 – May 2017

* Imaging new computer by using network server (Network booting).
* Creating a virtual machine on the server for student computer lab use.
* Auditing faculty computers for networking issues.
* Installing outlook on faculty’s computers.
* Transferring faculty old computer data into new ones.
* Using the virtual box to create a virtual machine.
* Troubleshooting faculty computers as well as student’s computers
* Installing all business school required software on faculty members.
* Preparing hardware for recycling.
* Using the active directory software to check on faculty computers’ name location…
* Installing virtual printers for faculty members so as local printers.
* Connecting faculty members with their remote computers.
* Switches and Hubs installation
* Adding and removing faculty members on the active directory administrator account so as on their computers.

**IT Consultant project:** (with LumenAd Company). Oct 2016 – Dec 2016

**school related consulting project (UM business School)**

* I was in charge of Quality planning.
* Research planning.
* Technology planning.
* Implementations (software integration: Slack, Salesforce, and Asana).
* Budget planning.
* User guide elaboration.

**System administrator/Internet Student Assistant** (UMT, Missoula, Law School) Aug. 2015- Mar. 2016

* Performed Network Administrator duties by installing and implementing security programs, including testing the network for weaknesses.
* Assigned surveys and created online no CRN classes for committees and law school staff.
* Administered 300 student exams using Soft Test software.
* Updated student enrollment in Moodle and Soft Test daily.
* Performed data analysis for IT director, instructors and Dean of school.
* Maintained network security on all technological devices use by faculty, staff, and students.
* Resolved faculty, staff and student’s technological needs: troubleshooting, software updates.
* Assisted 120 students with logging into the virtual server.
* Installed classroom technology for lecturing and video conference hardware for interviewing potential faculty and staff.
* Recorded guest lectures and uploaded to Moodle.
* Repaired and logged hardware for surplus/recycling.

**Shipping/ Receiving Technician and Cashier** (UMT, Missoula, Bookstore) Jul. 2013- Feb. 2014

* Categorized textbook and general merchandise inventories
* Performed textbook logistics with the use of UPS software
* Sold and restocked University merchandise at bookstore-sponsored events
* Delivered textbooks to College of Technology
* Cashier at University sporting events, greeted customers upon entering and exiting establishment
* Issued receipts, refund, change or tickets
* Made sales referrals, cross-sell products and introduced new merchandised
* Resolved customers’ grievances and provided customer with relevant information
* Balanced the register at the end of each shift

**IT Analyst I internship** (UMT, Missoula, Physical Plant) May 2013- Jul. 2013

* Provided technical support by troubleshooting personal computers, printer, network and software/ hardware
* Created personal computer backups and prepared images for personal computer reboots
* Prepared and inventoried hardware for surplus/recycling

**Student Custodian** (UMT, Missoula, University Housing)   May 2012- May 2013

* Maintained the repairs of University facilities
* Followed guidelines developed by the University

**IT Analyst I/ Network Administrator** (Freedom University of Ouagadougou) Aug 2009-Dec 2011

* Experience aligning IT systems and providing coordination, oversight, and leadership for the analyses, planning, design, implementation, documentation, assessment, and management of IT architecture and infrastructure design framework
* Experience on IT projects applying analytical processes to meet the business requirements of customer organizations

**CAMPUS INVOLVEMENT**

* **Business Manager**- International Student Association (UMT, Missoula) Aug. 2013- Jan. 2014