Fady Fahmy

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SUMARRY

Summa Cum Laude Computer Science and Information Security graduate with experience supporting enterprise IT operations and strengthening organizational security across financial, government, and nonprofit sectors. Skilled in Ticketing Systems, identity and access management, Systems & endpoint administration, log analysis with a track record of reducing downtime, improving user efficiency, and enhancing security posture. Currently focused on gaining real-world experience by supporting end users, reducing downtime, and improving my Cybersecurity & Cloud posture.

EDUCATION

John Jay College of Criminal Justice   **01/2023 – 05/2025**

Bachelor of Science in Computer Science and Information Security, GPA: 3.92/4.00   *Manhattan, NY*

- Coursework: Computer Networking, Advanced Algorithms, Cryptography, Data Structures, Computer Security, Programming Languages, Capstones 1 & 2 in Cybersecurity.

New York City College of Technology   **01/2022 – 01/2023**

Associate of Applied Science in Computer Systems Technology, GPA: 4.00/4.00   *Brooklyn, NY*

- Conducted faculty-mentored research, and achieved Citi Researcher Certification

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SKILLS

- **Systems & Administration:** Office 365, Active Directory, Azure AD, Microsoft Intune, Citrix XenDesktop, Egnyte Storage Admin, Team viewer, IBM MaaS360, Cisco AnyConnect, IGEL Universal Management Suite.
- **Collaboration & Productivity**: Microsoft 365, Exchange Admin, Jira, Slack, Zoom, Poly, Outlook, Microsoft Teams
- **Security tools:** Okta, CrowdStrike Falcon, Microsoft defender, Cato Networks, Darktrace, Mimecast, Splunk SOAR Abnormal AI, Last Pass, Tenable Nessus, Duo Security, Ivanti, Knowbe4, Metasploit, Nmap, Wireshark, and Snort
- **Programming & Scripting:** Python, C++, MY SQL, HTML, CSS, Command Line, PowerShell, and Bash scripting
- **Systems:** Windows 10, 11 Enterprise, Linux (Kali & ubuntu & Parrot), Android, Chrome OS

CERTIFICATIONS

- Google Cybersecurity Professional
- Cisco – Networking basics
- Cisco – Intro to Cybersecurity
- CompTIA Network plus prep
- ApiSec – API security fundamentals
- Blue Team Security – Introduction to OSINT
- IriusRisk – Threat Modeling Certified De-risker
- ArcX- Cyber Threat Intelligence Analyst 101

WORK EXPERIENCE

Muzinich & Co   **08/2025 – Present**

IT Consultant   *Manhattan, NY*

- Administer **user lifecycle in Azure AD and Intune MDM,** provisioning, modifying, and terminating employee accounts and devices, ensuring secure access and efficient operations.
- Resolved 95% of L1 & L2 support tickets on first contact, delivering **premium white-glove service**, minimizing downtime for users including C-level executives and trading floor staff both in-office and remotely.
- Help design, test, and **implement Single Sign-On (SSO)** across multiple business applications using Okta (SAML, OAuth, OIDC), streamlining user access, improving authentication efficiency, and reducing login-related support tickets by enhancing seamless integration and security compliance.
- Create, customize, and manage **phishing simulation templates in KnowBe4**, training users to recognize and report phishing attempts, significantly improving company-wide security awareness and reducing phishing click rates.
- Manage **Okta IAM** by overseeing access permissions, deactivating accounts, resetting authenticators, issuing temporary passwords, and **reviewing activity logs** to determine the root cause of access and authentication issues.
- Worked alongside senior network and security engineers to support and validate a full-scale **Azure disaster recovery test** for the organization.

- Oversee **Citrix XenDesktop and Citrix Director**, ensuring seamless user access by managing session terminations, freeing disk space, restarting systems, monitoring network performance, and troubleshooting connectivity issues.
- Strengthening organizational security posture by proactively reviewing logs, identifying potential threats, managing trusted emails/domains using tools like Microsoft Defender, Darktrace, Okta, and Abnormal AI.
- Configure and Manage **Zoom Admin** to ensure secure and efficient meetings including **A/V setups** in conference rooms and on users' personal devices, especially for communication with overseas teams.
- Deploy, configure and decommission laptops, PCs, and mobile devices, including desk setup, monitors, printers, docking stations, headsets, and cameras.
- Support the **Bloomberg Terminal**, office tools (API) and services for all users in person and remote.
- Partner with security engineers to integrate security into laptops, applications, and system designs; perform pre-deployment testing of weekly security patches, distribute approved updates company-wide, and remove software vulnerable to zero-day exploits
- Administer IGEL devices via the **IGEL Universal Management Suite**, shadowing users, restarting/shutting down devices, managing upgrades (e.g., RAM), and overseeing the secure decommissioning process.

Center For Justice Innovation   **11/2024 – 03/2025**

Technical Support Analyst   *Manhattan, NY*

- Managed accounts and devices for **900+ employees across multiple locations**, leveraging IBM MaaS360 MDM and Active Directory to maintain consistent security and access.
- Partnered with logistics teams to **track and deploy IT equipment**, ensuring accurate inventory and timely setup for staff.
- Delivered **L1 technical support** across the organization, achieving high user satisfaction by resolving issues through ticketing workflows.
- Traveled to branch offices to **deploy IT hardware and train staff**, improving onboarding efficiency for new hires.
- Configured and supported **conference room technology** (Zoom, cameras, A/V systems), enabling reliable hybrid collaboration across teams.

Moore Capital Management   **05/2024 – 08/2024**

Information Technology Intern   *Manhattan, NY*

- Provided **L1 support to the trading floor**, minimizing downtime and contributing to uninterrupted financial operations and increased profitability
- Partnered with the Senior Security Engineer to implement **DLP USB device control solutions**, integrating user lifecycle processes with enhanced endpoint security measures to protect sensitive trading floor data.
- Collaborated with the Helpdesk Manager and Senior Information Security Engineer to increase knowledge of IT & Security operations and enhance operational management skills.
- Troubleshot end users' issues via the **ticketing system**, ensuring timely and effective support to **over 300 employees**.
- Configured and updated **Zoom conference rooms** within the enterprise, including Logitech cameras.
- Created an application inventory sheet, ensuring timely updates, batch processing, and removal of outdated apps.
- Built and deployed **100+ user workstations, monitors, docking stations**, and desktop VOIP phones.

New York City Police Department   **06/2023 – 04/2025**

Police Cadet Intern   *Manhattan, NY*

- File records daily and operate NYPD software systems to gather, process, and share information.
- Assist officers with arrest processing documents and completing accurate reports for criminal cases.
- Fostered positive police-community relations by addressing citizen concerns and using conflict resolution techniques.
- Fostered positive police-community relations by addressing citizen concerns and using conflict resolution techniques.
- Completed comprehensive training on the NYC criminal justice system, including legal procedures and operations.
- Certified in First Aid, CPR, and AED (ID: 235419156063, Exp: 07-2025)

IT TRAINING & PROJECTS

- Built a **Compact Virtual Home Lab for a Small Enterprise**, integrating a Microsoft **Server 2017**, **Active Directory**, group policies, and Windows 10, and implemented multi-platform security across Windows and Linux environments.
- Developed a program in **Python** for **encrypting and decrypting** documents securely using **RSA encryption** technique.
- Created and deployed a **Honeypot using T-Pot, leveraging Azure cloud** hosting for configuration and implementation.
- Deployed **Snort IDS on Kali Linux, analyzed attacks using PCAP files**, and documented findings for threat assessment.