Fady Fahmy

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SUMARRY

Summa Cum Laude Computer Science and Information Security graduate with hands-on experience delivering L1 & L2 IT support, system Administration, endpoint management, and cybersecurity operations across nonprofit, government, and financial sectors. U.S. Citizen, open to relocation and onsite, hybrid, or remote roles.

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

- **Software:** Office 365, Active Directory, Azure AD, Microsoft Intune, Microsoft 365 Admin, Exchange Admin, Atlassian Jira, Citrix XenDesktop, Egnyte Storage Admin, Team viewer, IBM MaaS360, Cisco AnyConnect, IGEL Universal Management Suite, Slack, Microsoft Teams, Zoom, and Outlook
- **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
- **Languages:** 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*

- Manage **user lifecycle in Azure AD and Intune MDM,** provisioning, modifying, and terminating employee accounts and devices, ensuring secure access and efficient operations.
- Provide **Tier 1 and 2** support for end-users (including C-level executives and trading floor staff), troubleshooting hardware/software issues related to security, access, and system performance, both in-office and remotely.
- Administer **Identity and Access Management (IAM)** by managing access permissions, adding/removing users from applications, providing temporary passwords, and updating user details to maintain security and seamless user access.
- Oversee **Citrix XenDesktop and Director** environments, ensuring seamless user access by managing session terminations, freeing disk space, restarting systems, monitoring network performance, and troubleshooting connectivity issues.
- Prevent phishing attacks by managing email filtering, whitelisting trusted addresses, and leveraging tools (**Abnormal AI, Microsoft Defender, Darktrace**) to detect, mitigate, and train employees on phishing threats.
- Configure Zoom settings to ensure secure, efficient meetings and remote collaboration, including **A/V setups** in conference rooms and on users' personal devices, especially for communication with overseas teams.
- Deploy and configure laptops, PCs, and mobile devices, including setup, account creation, Okta integration, login configuration, and device connectivity. Manage secure **decommissioning**, including the removal of hard drives and RAM.

- Set up and maintain user workstations, including desks, monitors, printers, docking stations, headsets, and cameras, with a focus on efficient cable management.
- 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.
- Create and maintain an internal knowledge base, providing clear, step-by-step troubleshooting guides, best practices, and process documentation to improve team efficiency and reduce resolution times.

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

Technical Support Analyst   *Manhattan, NY*

- Managed user accounts and devices by ensuring correct placement in their organizational units, including configuring features, **user access controls and assigning group policies**.
- Collaborated with the logistics team to manage equipment inventory entering and leaving the organization.
- Provided comprehensive L1 support for end users' issues **through a ticketing system, assisting over 900 employees across multiple Locations**.
- Traveled to various company sites to document and deploy equipment for both new and existing employees.
- Assisted in **new employee onboarding training** by providing hands-on support with **laptop & phone** setup, email configuration and credential logging.
- Utilized **IBM MaaS360 MDM** to deploy, create, and delete mobile device and tablet accounts, ensuring efficiency & security.
- Troubleshot and configured over 10 conference rooms, including **on-site A/V,** cameras, and Zoom calls for meetings.

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

Information Technology Intern   *Manhattan, NY*

- Provided **IT support to the trading floor**, minimizing downtime and contributing to uninterrupted financial operations and increased profitability
- Partnered with the Senior Security Engineer to successfully **build new DLP USB device control solutions** for the company.
- 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.