

# Mohamed Massous

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Monastir, Tunisia

TryHackMe LinkedIn

## Summary

Motivated Business Intelligence graduate with hands-on experience managing a global online platform, providing technical and customer support to 8,000+ clients. Proficient in troubleshooting, ticketing systems, and remote support tools. Starting Cybersecurity Engineering studies in September 2025 to build expertise in threat detection and incident response. Seeking a part-time remote Help Desk role to apply IT support skills and grow toward a SOC Analyst career.

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## Experience

### Founder & Client Support Manager

ProstSMM • Remote

07/2021 - Present

- Founded and managed Prostsmm.com, serving over 8,000 clients worldwide.
- Delivered technical customer support via ticketing systems, resolving issues related to platform functionality and user access for 8,000+ global clients.
- Built and maintained a global brand presence on social media platforms.
- Created and published engaging content and blog posts to drive traffic and engagement.
- Networked and collaborated with international online communities.
- Oversaw platform operations, service updates, and user experience improvements.
- Developed marketing strategies to attract and retain customers.

### End-of-Studies Internship

Elyos Digital • Monastir, Tunisia

02/2025 - 05/2025

- Developed a mobile app using Flutter, collaborating with a team to implement AI-driven recommendation systems. Conducted testing and debugging to ensure a seamless user experience.
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## Skills

IT Support & Troubleshooting, Remote Support Tools, Ticketing Systems, Basic Cybersecurity Awareness, Problem-Solving & Critical Thinking, Adaptability & Willingness to Learn

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## Education

### Cybersecurity Engineering

TEK-UP University of Digital Sciences • Ariana, Tunisia

05/2028

Enrolling in September 2025 to pursue an Engineering degree in Cybersecurity. Preparing through self-study on TryHackMe, focusing on network security, ethical hacking, and penetration testing.

### Bachelor : Business Intelligence

Université De Kairouan • Kairouan, Tunisia

06/2025

Pursuing a Bachelor's degree in Business Intelligence with focus on data analysis, programming, and software development. Skilled in Python, Java, SQL, and front-end web technologies. Completed projects including a dynamic website and a Java-based film review application. Gained hands-on experience in data visualization using Power BI and Excel. Strong foundation in business management, database design, and programming concepts.

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## Languages

English, French, Arabic

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## Certificates

Foundations of Cybersecurity (Coursera, 2025), Pre Security Certificate (TryHackMe, 2025), Open Source Software Development Methods (Coursera, 2025), Learn to Program: The Fundamentals (Coursera, 2024), Introduction to Front-End Development (Coursera, 2024)

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## Additional Information

- Available for flexible part-time remote work (15-20 hours/week).