

Mohamed Massous

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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.

Experience

Founder & Client Support Manager

ProstSMM • Remote
07/2021 - Present

- Founded and managed Prostsomm.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.

Skills

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

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.

Languages

English, French, Arabic

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)

Additional Information

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