

Muhaned Ali Nouman

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Profile

Recent BSc Cyber Security & Digital Forensics (1st Class) graduate with strong technical troubleshooting, networking, and customer support experience. Skilled in Windows, Linux, macOS, TCP/IP, DNS, FTP/SFTP, and firewalls, with hands-on projects in endpoint security, automation, and system monitoring. Experienced in guiding users through technical challenges as a Student Learning Assistant. Motivated to build a career in technical support, with proven problem-solving, communication, and teamwork skills.

Key Skills

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- **Operating Systems:** Windows, Linux, macOS
 - **Networking:** TCP/IP, DNS, FTP/SFTP, routing, firewalls, port management
 - **Programming & Scripting:** Python, Bash, C basics, PowerShell
 - **Tools & Platforms:** Wireshark, VirtualBox, VMware, Microsoft 365, Azure fundamentals
 - **Other Skills:** Customer support, ticket management, troubleshooting, report writing

Certifications

CompTIA Security+	<i>June 2025</i>
Level 1 BTEC in Customer Service	<i>May 2023</i>
NCS – National Citizen Service Trust	<i>June 2018</i>

Experience

Student Learning Assistant – Middlesex University (2023 – 2025)

- Supported students with technical modules including **networking, security, and system troubleshooting**.
- Delivered 1-to-1 and group sessions, explaining complex concepts in simple terms.
- Helped peers debug practical lab tasks (e.g., configuring Wireshark, analysing logs).
- Developed strong **communication and mentoring skills** in a technical context.

Shift Lead - Burgersime, London (Jun 2023 - Jan 2024)

- Supervised daily operations and engaged with team members and customers to resolve issues in a timely manner.
- Monitored and analysed inventory data to reduce shortages by 10%.

Education

BSc (Hons) Cyber security & Digital Forensics – 1st Class (Apr 2025)

Middlesex University London

BTEC Level 3 Engineering Extended Diploma – DDD (Aug 2022) Westminster

Kingsway College

BTEC Science Level 2 Diploma – DMM (Aug 2020)

Westminster Kingsway College

Projects

USB Connection Detector (Final Year Project)

- Built a forensic tool in **Python/C** to log USB connections and detect unauthorised devices.
- Debugged Windows compatibility issues and improved system performance.

Virtual Security Labs (University & Independent Practice)

- Configured **Linux servers** in VirtualBox/VMware, applied firewalls and IDS.
- Analysed **network traffic with Wireshark**, troubleshooting DNS, TCP/IP, and port issues.

AI-Powered Forex Bot (Independent):

- Designed a Python-based bot integrated with Meta Trader 5. Automated trading decisions included real-time monitoring and risk management.

Additional skills

- Strong presentation and research skills (Harvard-referenced reports & technical demos).
 - Interests: Fitness, cooking, creative problem-solving (Lego builds).
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REFERENCES ARE AVAILABLE UPON REQUEST