MEJRA MUJANOVIĆ

Cybersecurity Analyst · IT Engineer · Educator · Entrepreneurial · Artis
Bosnia and Herzegovina

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🔗 linkedin.com/in/mejra-mujanovic
🔒 Microsoft Certified: Security Operations Analyst (SC-200)

PROFILE

Cybersecurity Analyst and **IT Engineer** with strong experience in SOC operations, incident analysis, and security monitoring across international environments.
Background in **software engineering, programming, and machine learning**, combined with long-term experience in **education, facilitation, and creative work**.

Recognised for analytical precision, reliability in high-severity incident handling, and ability to bridge **technology, education, and human-centred security awareness**.

PROFESSIONAL EXPERIENCE

SOC Analyst (Level 1)

PULSEC, Banja Luka | 2023 – Present

- 24/7 monitoring, triage, and initial incident handling for international clients
- Continuous monitoring using *IBM QRadar, Microsoft Defender XDR/MDO, Trend Micro Vision One*
- First-line triage of phishing, malware, credential misuse, MFA anomalies, and suspicious user behaviour
- Investigation using logs, EDR telemetry, email traces, and **MITRE ATT&CK** mapping
- Escalation to L2/L3 with full context and **ServiceNow** incident lifecycle management
- False-positive tuning, detailed documentation, and client communication through tickets
- Rotating shift work in a SOC environment

Key Achievements

- Processed **hundreds of thousands of security events and incidents**
- Contributed to measurable false-positive reduction
- Recognised for precision and reliability in high-severity cases

Data Analyst

DDC MLS, Banja Luka | 2022 – 2023

- Data analysis, manipulation, and quality control
- Direct client communication and technical issue resolution
- Work with tools such as AnyDesk, MaxCare, Zendesk, and 360 platforms

Music Program Producer

OneTV (Remote: Kozarac – Chicago) | 2019 – 2023

- Production and coordination of live music programs
- Social media promotion and digital content management
- Work with *Adobe Photoshop, Illustrator,* and professional cameras

Facilitator & Educator

Nansen Dialogue Centre, Most Mira, Nansen School | 2010 – 2022

- Educational workshops with primary and secondary school students
- Topics: diversity, stereotypes, peer violence, peacebuilding, types of intelligence
- Collaboration with Norwegian ambassadors and institutions
- Cooperation with psychologists and experts from *Psiholuminis*

EDUCATION

Bachelor of Engineering in Computer Science & Informatics (240 ECTS)

Paneuropean University Apeiron – Faculty of Information Technologies
Banja Luka

Field: Information Technology Engineering
Specialisation: Programming and Software Engineering
Duration: 4 years (8 semesters)

Degree Title:
Diplomirani inženjer računarstva i informatike (240 ECTS)

Program Focus

- Software engineering and programming

- Information technologies

- Computer security and data protection

- Professional software systems and IT infrastructure

Final Thesis

Machine Learning in Python for Cybersecurity

- Practical ML implementation and phishing-detection project

- Deployed project on *Hugging Face Spaces*

PROJECTS & ACADEMIC WORK

- PhishGuard AI – Machine-learning based phishing email and URL detection system

- Security in Distributed Programming – Research on security aspects of distributed systems

- Java & Parallel Programming – Multithreading and concurrency tasks

- Designing Internet Applications & Web Services – Seminar on modern application architecture

- Software Engineering Projects – Analysis, modelling, and implementation of software solutions

(Selected works available on LinkedIn – Documents section)

CERTIFICATIONS

Microsoft Certified: Security Operations Analyst Associate (SC-200)

ENTREPRENEURIAL & EDUCATIONAL INITIATIVES

S.AF.E – Security Analysis For Everyone

Founder & Author

Independent cybersecurity education initiative focused on raising awareness about digital safety, privacy, and cyber hygiene for children, families, and non-technical audiences.

- Author of 80+ educational articles on cybersecurity, online threats, phishing, privacy, and digital self-protection
- Content written in Bosnian/Serbian/Croatian, adapted for local context and real-life scenarios
- Focus on cybersecurity education for children and youth
- Initiative supported through community engagement and ambassadorial activities

🔗 https://s-af-e.blogspot.com/

MujMej – Multidisciplinary Art & Creative Practice

Founder & Artist

Independent artistic and creative practice combining visual art, digital expression, and conceptual design.

- Painting, photography, visual storytelling, and creative concepts
- Sale of artworks and creative projects through social media platforms
- Experience in digital presentation, branding, and audience engagem

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Bossonoga – Natural Ritual Body Care

Founder

Founder of a natural body-care and wellness brand focused on slow-care rituals, grounding, and sensory experience.

- Development of handcrafted products (bath salts, foot soaks, scrubs, body oils)
- Emphasis on sustainability, ritual-based care, and mindful consumption
- Brand development, visual identity, and digital presence management

🔗 https://instagram.com/bosso.noga

COMMUNITY & AMBASSADORIAL ROLES

Cybersecurity Ambassador – Bosnia and Herzegovina

Women4Cyber / Community Initiatives

- Promoting cybersecurity awareness, inclusion, and education
- Participation in public initiatives, workshops, and educational activities
- Advocacy for safer digital environments, especially for women and youth

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SKILLS

Technical

- Python, Java, Machine Learning basics
- Networking, distributed systems
- Web development
- Data analysis

Security Tools

- IBM QRadar
- Microsoft Defender XDR / MDO
- Trend Micro Vision One
- Carbon Black
- TheHive
- Imperva
- Akamai
- Splunk

Design

- Adobe Photoshop
- Illustrator
- Canva

Soft Skills

- Facilitation and education
- Public speaking
- Non-verbal communication
- Working with children and non-technical audiences

LANGUAGES

- Bosnian / Serbian / Croatian – Native (C2)
- English – C2
- German – B1
- Arabic – B1