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# NAOL MENGISTU

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## PROFILE

A professional with a background in Computer Science and Information Security, Equipped with analytical skills, excellent communication abilities, and a passion for problem-solving.

## CONTACT

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[Personal-Website](#)

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Stockholm, Sweden

## KEY SKILLS

- DevOps: CI/CD, Git
- Cloud: Kubernetes, Docker, Bash
- SOC: Splunk, Wireshark
- ISO 27001, NIST
- LAW, GDPR, DORA
- IAM, IdentityIQ
- Python, PowerShell
- Collaboration, Teams
- English (Fluent)
- Swedish (Basic)
- B Driver's license

## Other Interests

- Data analytics, Power BI
- Compliance, AI
- Leadership

## Hobby

- Table Tennis
- Hiking, Football
- Video game

## EXPERIENCE

### QUALITY ANALYST, FOUNDEVER, WARSAW, POLAND

SEPTEMBER 2021 – OCTOBER 2023

- Evaluated customer interactions for compliance, improving processes and adherence to security standards.
- Produced actionable insights from data, creating reports and developing targeted feedback and action plans, to enhance performance through data-driven decision making.

### CUSTOMER SERVICE PROFESSIONAL, FOUNDEVER, WARSAW, POLAND

OCTOBER 2019 - AUGUST 2021

- Supported clients with digital payment platform, managing sensitive personal data (SSN, DOB, address, phone numbers) with strict adherence to data protection and privacy regulations.
- Navigated complex technical systems and troubleshooting processes, contributing to familiarity with various IT systems and enhancing data integrity through careful handling of client information.

### TECHNICAL SUPPORT, UBIQUITOUS, ADDIS ABABA, ETHIOPIA

JUNE 2017 - AUGUST 2017

- Provided technical support for hardware and software issues, network troubleshooting, and general IT assistance.
- Ensured smooth operation of IT systems by resolving issues promptly and offering users effective solutions through various communication channels.

## EDUCATION

### MASTER'S IN INFORMATION SECURITY.

STOCKHOLM UNIVERSITY, STOCKHOLM, SWEDEN

SEPTEMBER 2023 – JUNE 2025 (AVAILABLE TO WORK IMMEDIATELY)

*Key Courses: Digital Forensics, Network Security, Cyber Forensics, Legal Aspects of Information Security, IT-Security Management, and Research Methodologies.*

### BACHELOR'S COMPUTER SCIENCE.

VISTULA UNIVERSITY, WARSAW, POLAND

OCTOBER 2018 – SEPTEMBER 2022

*Key Courses: Software Engineering, Object-Oriented Programming, Artificial Intelligence, Cryptology, Operating Systems, Web Development, Network Technologies, and Law and Copyright.*