Naol Mengistu

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Profile

IT professional with a background in Computer Science and Information Security, specializing in IT Support, Cloud Engineering, and Cybersecurity. Skilled in cloud computing, system administration, and security operations (SOC). Strong analytical skills, problem-solving abilities, and a passion for leveraging technology to optimize infrastructure and security operations.

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.

IT SUPPORT SPECIALIST, 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 | 2023 - 2025

BACHELOR'S IN COMPUTER SCIENCE, VISTULA UNIVERSITY | WARSAW, POLAND | 2018 - 2022

Key Skills

· DevOps: CI/CD, Git
· Cloud: Kubernetes, Docker, Bash
· SOC: Splunk, Wireshark
· ISO 27001, NIST
· Law: GDPR, DORA

· IAM: IdentityIQ
· Python, PowerShell
· Fluent in English, Basic Swedish
· Collaboration, Teams
· B Driver's License

Activities and Interests

· Pool, Table Tennis, Football

· Hiking, Video game