
NAOL MENGISTU

PROFILE

Analytical professional with a background in Computer Science and Cybersecurity, specializing in Cloud Engineering, DevOps, SOC & IT security.

CONTACT

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Stockholm, Sweden

KEY SKILLS

- DevOps: CI/CD, Git, Docker, Kubernetes
- Cloud: Terraform, Networking & Security
- SOC: Splunk, Wireshark
- Vulnerability Assessment: NMAP
- IT security framework: ISO 27001 / NIST
- Python, Bash, PowerShell
- English (Fluent)
- Swedish (Basic)
- B Driver's license / Körkort – manual

Interests

- Cloud computing, IT security, Data analytics

Hobby

- Football, Hiking
- Video game, Table Tennis

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

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

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.