Omar Awad

Cybersecurity Specialist

+962 791403568 | omartawad@outlook.com | LinkedIn | Amman, Jordan

SUMMARY

Cybersecurity Specialist with a recently completed MBA in Artificial Intelligence and proven expertise spanning security governance, vulnerability management, and incident response. I bridge advanced technical knowledge (tools like Splunk, Metasploit, Nmap, Nessus) with strategic business needs to enforce compliance and optimize security workflows. Experienced in regulatory environments (PCI-DSS, ISO 27001) and holding multiple industry certifications including ISC2 CC, Fortinet, IBM, and EC-Council credentials.

WORK EXPERIENCE

Cybersecurity Specialist, *National Express JO*   Oct 2025 – present
- Leads Governed regulatory and policy compliance across the organization, ensuring strict adherence to PCI-DSS, ISO 27001, the Central Bank of Jordan directives, and national Personal Data Law.
- Conducted routine security and vulnerability assessments and penetration testing, providing detailed incident reporting and recommendations for threat mitigation.
- Administered and configured proactive technical defenses including firewalls, securing critical digital assets and implementing operational best practices.

Sales Back Office Executive, *Arizona Intelligent Solutions*   May 2025 – Oct 2025

- Managed CRM/ERP data integrity and compliance, supporting data governance and access controls.
- Collaborated cross-functionally with sales, finance, and development teams to improve operational workflows.
- Generated performance reports that supported risk assessment and informed strategic planning.

Customer Service Advisor, *Concentrix*   Dec 2024 – Mar 2025
- Consistently achieved key KPIs including average call handling time, customer satisfaction score, and first call resolution while supporting customers across billing, logistics, and basic technical issues.
- Resolved client concerns and de-escalated high-stress situations, applying clear communication and problem-solving to ensure a positive customer experience.
- Coordinated with internal departments to refine processes and drive operational efficiency.

Cybersecurity Analyst Intern, *Arab Bank*   Oct 2024 – Dec 2024
- Performed vulnerability assessments using Tenable Nessus.
- Assessed compliance with ISO 27001, NIST, PCI-DSS, and CIS Controls to support security governance.
- Created and secured multiple machine learning models.

Cybersecurity Analyst Intern, *Future Advanced Internet Solutions*   Jul 2024 – Sep 2024
- Created and applied scripts to automate tasks.
- Managed Linux system configuration including troubleshooting and assigning permissions with varying privilege levels for optimized performance and security.
- Gained hands-on experience in monitoring and securing network traffic, identifying vulnerabilities, and implementing basic network protection techniques.

Cybersecurity Training, *National Cybersecurity Center (Evening)*   Jul 2024 – Sep 2024
- Underwent 200 hours of continuous training for 6 weeks.
- Utilized tools like Metasploit, ClamAV, Wireshark, Nmap, and Burp Suite for penetration testing, malware analysis, and IDS/IPS training.
- Analyzed and responded to simulated security events, enhancing incident response and threat detection skills.

CERTIFICATIONS

In progress:

- CompTIA Security+

Completed:

ISC2 Certified in Cybersecurity (CC)	2025
Proofpoint Certified AI Email Security Specialist	2025
Fortinet Certified Associate in Cybersecurity	2025
IBM Cybersecurity Analyst Professional Certificate	2025
Google Cybersecurity Professional Certificate	2025
EC-Council Ethical Hacking Essentials (EHE)	2024
EC-Council Network Defense Essentials (NDE)	2024
EC-Council Digital Forensics Essentials (DFE)	2024

EDUCATION

MBA in Artificial Intelligence — Oct 2025

Talal Abu-Ghazaleh Global Digital University

Bachelors in Cybersecurity — Sep 2024

Amman Arab University

GPA: 3.7/4.0 (Excellent)

TECHNICAL SKILLS

Python/C++/SQL | Virtualization | Password hashing & cracking | Vulnerability scanning | Wireshark | Nmap | Splunk | Burp Suite | Metasploit | Bash Scripting | Network Security & Controls | Network Monitoring & Analysis | Password Policy Enforcement | Linux Command Line Interface (CLI)

LANGUAGES

Arabic: Native
English: Fluent