

Rekik H Higemengist

Work Authorization: US-Citizen

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PROFESSIONAL SUMMARY

Results-driven IT professional with over 5 years of experience in IT support, network management, and cybersecurity. Adept at troubleshooting, configuring, and securing network infrastructure, including routers, switches, and firewalls. Graduated from My Computer Career with certifications in CompTIA A+, CompTIA Network+, CompTIA Server+, and Google Data Analytics. Currently pursuing the Cybersecurity Professional Certificate's, further enhancing my expertise in risk assessments, threat detection, and security information and event management (SIEM).

Proven ability to diagnose and repair hardware/software issues, implement effective backup and restore strategies, and enforce robust security measures. With a strong foundation in data analytics and programming, I excel in applying these skills to cybersecurity challenges. Currently seeking a cybersecurity role to leverage my certifications, technical expertise, and analytical capabilities to safeguard organizational assets and contribute to innovative security solutions.

EDUCATION AND CERTIFICATIONS

My Computer Career, Dallas, TX

Graduated: April 2019

Information Technology Systems Administration

<u>CompTIA and Linux Certifications</u>	<u>Microsoft Certifications</u>
AWS Cloud Practitioner	MTA Security
CompTIA Network+	MTA Server
CompTIA Server+	MTA Networking
CompTIA A+	MTA Mobility and Devices
Linux Essentials LPI	Google Data Analytics

Addis Ababa University

September 2017

Bachelor of Arts in PSIR

WORK EXPERIENCE

Tech Mahindra, Plano, TX

IT Helpdesk Support

2024 Jan - present

- Managed incidents/Service Requests in ITSM tool, including Active Directory account management.
- Addressed MS Office application issues and conducted Remote Desktop Management.
- Managed creation and access of Network Drives and Shared Folders.
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- Installed and configured software applications and updates on various operating systems.
- Conducted hardware troubleshooting for desktops, laptops, printers, and peripherals.
- Maintained accurate documentation of incidents, solutions, and troubleshooting procedures.
- Effectively managed time and prioritized tasks to meet service level agreements (SLAs) and deadlines.
- Adapted to evolving technologies and organizational changes in the IT environment.

Maharishi International University, Fairfield, IA

Network Technician

2021 Feb – 2023 Sept

- Install, configure, and maintain the organization's network infrastructure, including routers, switches, firewalls, and other networking equipment.
- Respond promptly to network issues reported by users or identified through monitoring tools.
- Implement and maintain security measures to safeguard the network from unauthorized access, malware, and other security threats.
- Utilize network monitoring tools to assess performance, identify bottlenecks, and optimize the network for efficiency.
- Maintain accurate and up-to-date documentation of network configurations, changes, and troubleshooting procedures.
- Collaborate with other IT professionals to analyze network traffic patterns and recommend adjustments to enhance overall performance and user experience.

Inogen Oxygen Company, Richardson, TX

IT Service Desk Technician

2019 Oct – 2021 Jan

- Assist employees in troubleshooting and resolving problems related to desktops, laptops, printers, and other IT equipment.
- Respond to support tickets and inquiries via phone, email, or ticketing system, ensuring timely and effective resolution.
- Provide first-level technical support to end-users, addressing hardware and software issues promptly.
- Install, configure, and maintain software applications used by employees, ensuring that all systems are up to date and secure.
- Conduct routine maintenance on desktops, laptops, and peripherals to ensure optimal performance and prevent potential issues.
- Provide remote assistance to employees working in various locations, troubleshooting issues and offering guidance to ensure seamless remote access to IT resources.

TECHNICAL SKILLS

- **Cybersecurity Tools & Practices:** SIEM, risk assessments, threat detection, MFA implementation, vulnerability management
- **Active Directory Infrastructure:** including GPO's, User Account Maintenance and Permissions
- **Network Management:** Configuration and security of routers, switches, firewalls; TCP/IP; LAN/WAN; network performance monitoring
- **Technical Support:** ServiceNow management, incident tracking, request fulfillment, hardware/software troubleshooting
- **Encryption & Security Protocols:** SSL, S/MIME, PGP, EFS, Bitlocker, VPN, IPsec, tunneling, DNSSEC
- **Programming & Scripting:** Python, JavaScript, Java, React, Node.js for security automation and secure coding practices
- **Data Analysis & Visualization:** SQL for security data extraction, **Tableau** and **matplotlib** for creating security dashboards, Python and R for security-focused data analysis
- **Server & Data Management:** Server redundancy, fault tolerance, RAID, NAS, SAN implementation
- **Linux & Cloud Computing:** Experience with Linux using graphical and CLI interfaces, Cloud Computing, Virtualization, and Linux package management