Rose Wambui

Soc Analyst – Tier 1

Mobile: +254704932514 | E-mail: Rwambui203@gmail.com | GitHub: https://github.com/Rose-wambui | https://www.linkedin.com/in/rose-wambui-8948691a2/ |

Profile summary

I am a highly motivated and results-oriented security professional with a strong blend of technical skills and soft skills. I possess a deep understanding of cybersecurity principles and a passion for staying current on emerging threats and vulnerabilities.

Skills

- Analytical skills
- Leadership skills
- Customer service
- Time management
- Log analysis
- IAM through active directory
- Event monitoring and alert escalation
- Threat intelligence
- Reporting & configuration

Education

May 2018 – Dec' 2021 Bachelor of purchasing and Supplies Management
Dedan Kimathi university of science and Technology

March 2024 – Oct' 2024 Certificate in Incident Response, Cyber Safe Foundation

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Experience

Cybersecurity Intern at Extion Info tech – June 2024 to July 2024.

- Conducted IT risk assessments, identifying and mitigating potential vulnerabilities to reduce security incidents.
- Analyzed network traffic to detect and respond to security incidents.

- Configured network security settings for cloud environments, enhancing security protocols and improving compliance with industry standards.

Customer Service Team Lead ONQ Kenya – June 2023 to June 2024

- Ensured 98% availability of agents in the queue
- Improved the teams Q/A score by 25%
- Offered training to agents
- Improved issue resolution by 25%

Customer Service Represenataive ONQ Kenya - 2022 March – 2023 May

- Generate revenue by making payment arrangements, collecting accounts and monitoring and pursuing delinquent accounts
- Collect delinquent accounts by establishing payment arrangements with patients, monitoring payments and following up with patients when payment lapses occur
- Utilize collection agencies and small claims courts to collect accounts by evaluating and selecting collection agencies

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Certifications

- Introduction to cybersecurity
- Networking Basics
- Network Devices & Initial Configuration
- Endpoint Security
- Cyber Threat Management
- Junior Cybersecurity Analyst
- ISC2

Projects