

Hazrat Alkozai

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PROFESSIONAL SUMMARY

Driven IT professional leveraging passion for cybersecurity by actively building relevant skills through coursework, clubs, and certifications. Rapidly developing expertise across programming, networking, and modern cyber domains. Seeking opportunities to utilize technical capabilities and ever-expanding cybersecurity knowledge in a challenging security role.

AWARDS AND CERTIFICATIONS

Connect and Protect: Networks and Network Security Google	February 2024
Tools of the Trade: Linux and SQL Google	February 2024
CCNA 200-301 Cisco	February 2024
Certificate of Appreciation Bell TechLogix	January 2024
Bell Ringer Bell TechLogix	September 2023
Play It Safe: Manage Security Risks Google	September 2023
Foundations of Cybersecurity Google	August 2023
CompTia Sec+ CompTia	July 2023

TECHNICAL SKILLS

Critical Incident Response, SIEM, Firewall configuration, Windows, Linux, Python, SQL, VAPT, Network Security, NIST, Splunk, Wireshark, Active Directory, Qualys, OS Configuration, VPN, Scripting, Automation, NTLite, Intrusion detection and prevention

EXPERIENCE

Service Desk Analyst Bell TechLogix	January 2023 – April 2024
<ul style="list-style-type: none">Respond to 600+ monthly service tickets spanning inquiries to critical outages.Route and escalate intricate tickets to appropriate tiers with detailed documentation.Always maintained customer satisfaction and QA score above 92 percent through enhanced communications.Perform hands-on troubleshooting remotely for 9 different client accounts to assist with desktop, server, security, network and application issues.Safeguard protected resources by cross-checking multi-factor identification, approving credential issuance per cybersecurity guidelines.	
Desktop support Technician ARS	June 2022 – November 2022
<ul style="list-style-type: none">Provide Tier 1 and Tier 2 technical support.Install and configure new PC hardware and software on desktops and peripherals such as printers, external drives, and other related hardware.Documented calls and create tickets utilizing ConnectNow ticketing utility.	
HelpDesk Analyst Alkozai Transit LLC	June 2021 – June 2022
<ul style="list-style-type: none">Documented calls, created tickets, and provided a ticket number to reference in case of callback through ServiceNow.Install, configure, and update end-user desktop and laptop software	
Cashier Sheetz	June 2020 – June 2021
<ul style="list-style-type: none">Answer customers' questions, and provide information on procedures or policies.Use POS hardware and software associated with running transactions or returns	

EDUCATION

Northern Virginia Community College	AS in Cyber Security GPA : 3.4	January 2021 – June 2024
Charles J Colgan Sr. High School	High school Diploma GPA : 3.5	August 2016 – May 2020

PROJECTS

Local Isolated Network Network Design, Vulnerability Assessment, Linux, Windows server	January 2024
<ul style="list-style-type: none">Set up a customized virtual environment using VirtualBox and VMWare for controlled security research, employing tools such as Pen VAS, Nessus, Metasploitable boxes, Metasploit, and NVD for vulnerability assessments, scanning, exploit testing, and CVE tracking.Maintain an inventory of technologies, scan results, remediation efforts, and security improvements, coordinate responsible disclosure when necessary, and continuously monitor industry best practices to ensure the highest ethical standards in vulnerability evaluation.	
Custom Windows Operating system images Windows Server, NTLite, VAPT	June 2023
<ul style="list-style-type: none">Leveraged advanced NTLite software capabilities to deeply customize and optimize Windows operating system images for enhanced performance, security, and functionality testing across virtualized environments.Carefully validated infrastructure impacts of component addition or removal by building hardened or vulnerable images and thoroughly evaluating post-deployment. Conducted fine-grained configuration of drivers, services, features, and OOBE flows to match deployment requirements, then assessed images within isolated VMs for testing and educational purposes.	
Python Automation Tool Python	December 2023
<ul style="list-style-type: none">Developed a custom Python-based GUI productivity tool with Tkinter, featuring an intuitive interface, automated triggers, and client-specific functions, resulting in significant time savings and efficiency gains for multiple client accounts.	