**zekarias assefa**

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Seattle, WA 98125

(206) 670-6039

**CAREER SUMMARY**

Aspiring Cyber Security specialist with hands-on experience as a Cybersecurity Analyst Intern and IT Help Desk Technician. Skilled in analyzing threats, troubleshooting IT issues, and ensuring compliance with industry standards. Proven ability to deliver high-quality security services and technical support while driving performance improvements.

**AREAS OF EXPERTISE**

Incident Response | Phishing Analysis | Troubleshooting | User Support | Vulnerability Assessment| Risk Mitigation | Customer Service& Engagement | Network Security Monitoring | Threat Intelligence |

**PROFESSIONAL EXPERIENCE**

**KeelWorks Foundation** Seattle, WA (Remote)

Cyber Security Analyst Intern May 2024 - Sept. 2024

* Investigated and resolved 10-15 security incidents annually, including phishing attempts and unauthorized access alerts.
* Collaborated with cross-functional teams to identify and mitigate potential security risks, ensuring the protection of sensitive data and systems.
* Conducted security training and awareness programs, educating employees on best practices for maintaining a secure computing environment.
* Participated in incident response activities, investigating and resolving security breaches and implementing preventive measures to enhance overall security posture.
* Performed regular security assessments and audits, identifying vulnerabilities and recommending remediation strategies to strengthen the organization's security infrastructure.
* Contributed to developing and implementing security policies and procedures, promoting a security awareness and compliance culture.

**TotalEnergies** Addis Ababa, Ethiopia

Information Technology Help Desk Technician Mar. 2021 - Dec. 2021

* Provided IT support for over 70 users, ensuring seamless operation of devices and systems.
* Performed regular system maintenance, ensuring uptime of for critical business applications, and minimizing disruptions to operations.
* Worked with users to troubleshoot hardware, software, and network connectivity issues, providing timely and effective solutions.
* Improved user experience by delivering comprehensive technical support, guidance, and training on various IT systems and applications.

**EDUCATION & TRAINING**

**Year Up United / Seattle CEntral College** *Seattle, WA*

**Certificate – Information Technology** *Sept. 2024 - Sept. 2025*

* Year Up is an intensive career development program with 250 corporate partners, college-level courses, professional training, and a six-month internship.
* Relevant coursework includes: IT support fundamentals, help desk operations, networking, operating systems support (Windows/Mac), cybersecurity principles, troubleshooting, and cloud computing.

**EDMONDS COLLEGE** *Edmonds, WA*

**Associate’s Degree – Cybersecurity & Digital Forensics** *March 2025*

* Completing coursework in network security, ethical hacking, digital forensics, incident response, cryptography, malware analysis, security protocols, and programming in Python and PowerShell.