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I'm a security analyst with a growing interest in cybersecurity. I recently completed a rigorous 10-week IT support and cybersecurity bootcamp with Generation UK, along with the Google Cybersecurity Specialization on Coursera. I'm dedicated to upholding digital asset confidentiality and integrity, passionate about enhancing organizational security, and committed to maintaining a strong security posture. My goal is to uncover potential threats and vulnerabilities to ensure the security and availability of digital assets. I'm eager to apply this enthusiasm and skillset to a cybersecurity role and contribute effectively to safeguarding digital landscapes.

# SKILLS

* Incident dashboard technologies (Chronicle, Splunk, etc.)
* Network Protocol Analyzers (Wireshark, tcpdump etc.)
* Programming (SQL, Python)
* Linux command line
* Effective communication
* Excellent organization
* Outstanding collaboration
* Effective task prioritization
* Continuous learning and awareness of tech trends

# **EXPERIENCE**

## Generation UK & Ireland, London *- IT Service Desk Analyst Training*

MAY 2023 - JULY 2023

* Actively participate in technical sessions to gain an in-depth understanding of IT systems and troubleshooting methodologies.
* Develop effective communication and active listening skills to address end-users' technical issues.
* Cultivate a customer-centric mindset, emphasising empathy and patience in providing support.
* Collaborate with peers in group projects to enhance teamwork and problem-solving abilities.
* Build time management skills for efficient task handling and meeting deadlines in a dynamic IT service desk environment.

## La Crème, Sudan *- Retail Service Associate*

OCT 2019 - MAR 2020

* Deliver exceptional customer service, address inquiries, resolve complaints, and ensure overall satisfaction.
* Prepare beverages according to quality standards and customer preferences, while also assisting with food preparation.
* Maintain store cleanliness through regular cleaning, organisation, and upkeep.
* Handle transactions accurately and efficiently, ensuring proper payment handling.

# **EDUCATION**

## Google Cybersecurity Professional Certificate *- Online Certificate*

JULY 2023 - AUG 2023

Successfully completed Google Cybersecurity Professional Certificate acquiring skills in network security, secure development, data protection, and incident response.

## Generation IT Support with Cybersecurity Programme *- Online Certificate*

MAY 2023 - JULY 2023

Successfully Graduated from the Generation IT Support with Cybersecurity Programme acquiring comprehensive IT systems knowledge, troubleshooting techniques, and customer support skills.

## Google IT Support Professional Certificate *- Online Certificate*

MARCH 2021 - APRIL 2021

Successfully completed Google IT Support Professional Certificate acquiring skills in troubleshooting, network management, cybersecurity, and delivering customer-oriented IT assistance.

## National University *- Bachelor of Medicine & Surgery (MBBS)*

JULY 2014 - MAY 2019

Successfully graduated from National University - Sudan with a bachelor's degree in Medicine and Surgery acquiring skills in critical analysis, attention to detail, problem-solving, and effective communication.

# LANGUAGES

English | Arabic