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objective

A cybersecurity graduate with hands-on experience at SMT. Skilled in identifying vulnerabilities, troubleshooting technical and security issues, and implementing effective solutions. Strong background in customer service, with proven ability to handle inquiries and support tasks across multiple channels. Committed to continuous learning and staying updated with the latest cybersecurity threats and technologies.

Education

ICT Upskilling program (Cyber security) at Al-Hussein Technical University
Jan 2025 -Jan2025

- **Technical Skills (180 hours):**
Acquired proficiency in offensive and defensive cyber security teams, operating systems security, python
- **Soft skills (60 hours):**
Enhanced collaboration and communication skills within dynamic development teams strengthened problem-solving abilities and adaptability in a fast-paced environment.
- **English Language skills (100 hours):**
Improved English language skills for effective communication and collaboration in the global context.
Developed business writing and report writing skills for professional communication.

Bachelor of Computer Engineer at Al-Balqa Applied University
Jul 2023

Work Experience

Tranee at SMT
Jan 2023 – Aug 2023

- Monitored real-time security alerts and assisted in triaging incidents using SIEM tools to detect potential threats and anomalies.
- Supported senior analysts in investigating phishing attempts, malware activity, and suspicious user behavior across the infrastructure.
- Helped document incident response procedures and participated in daily threat intelligence briefings to improve detection and response capabilities.

Certification

- CCNA (Cisco Certified Network Associate) - Pioneers Academy
- Certified Ethical Hacker (CEH) (In Progress)

Technical Skills

- Networking (CCNA knowledge)
- System Administration
- Linux & Scripting
- Cybersecurity Fundamentals
- Security Tools & Best Practices
- SOC Monitoring (Entry-Level)
- Troubleshooting & Problem-Solving

Soft skills

- Teamwork
- Time-management
- Decision-making
- Problem-solving
- Adaptability
- Problem-solving
- Teaching
- Customer experience