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### SUMMARY

#### I have six years of experience working in various levels of information security, such as IT technician, helpdesk, systems support, and information security analyst.

#### Knowledgeable in **ITSM tool, Microsoft Office Suite (Office 365).**

#### I possess robust leadership skills and a proven aptitude for thriving in a team environment and operating independently.

#### Proficient in using Vulnerability Scanning tools such as Nessus, Retina Web Security Scanner, Retina Network Security Scanner, and DB Protect, and analyzes security reports for security vulnerabilities.

#### I used (MS Word, MS Excel, Outlook365, and PowerPoint) with excellent communication and writing skills.

#### I possess CompTIA A+ & CompTIA Security+ skills to resolve PC and Desktop repairs, maintenance, and troubleshooting.

### Work history

##### EPA - DC 08/2023 – Present

I.T/SYSTEM SUPPORT SPECIALIST

#### Develop, analyze, and update information security policies, procedures, and guidelines using National Institute of Standards and Technology guidelines.

#### Responsible for developing and maintaining the Enterprise System Security Plans (SSPs), Configuration management (CM), Contingency Plan (CP), Continuity of Operations (COOP), Disaster Recovery Plan (DR), Incident Response Plan (IRP), and all other system security documentation.

Experienced in cloud computing (AWS) and PC refresh to resolve issues with system updates and application installations.

Monitor event logs on the enterprise network to track events associated with users and detect unauthorized users and machines on the network, generating reports.

Experience in the ServiceNow ticketing system in resolving clients' complaints.

##### unisys, MD 07/2017 – 11/2023

System Support Specialist

#### I performed system security reviews, certification, and accreditation (C&A).

#### Active Directory and Security Control Assessment (SCA) and Continuous Monitoring Activities.

#### We developed a Security Assessment Report (SAR) based on assessment results.

#### Performed information security risk assessments and assisted with the internal auditing of information security processes. Assessed threats, risks, and vulnerabilities from emerging security issues and identified mitigation requirements.

#### I know the duties required to implement information security controls and lead information security initiatives.

##### PARADYME MANAGEMENT INC. - Greenbelt, MD 01/2017 – 06/2019

Helpdesk/Desktop Support Technician

#### Repair and install computer parts and applications, troubleshoot, and maintain computing systems.

#### Communicating with customers to get feedback about our service delivery.

#### Time management with multi-task ability.

#### Recording the tickets and providing solutions accordingly.

### Education & Certifications

#### B.Sc. Computer Technology (Expected graduating year 12/2025)

#### CompTIA A+ & Certified Security+(CompTIA) (2022)