**Ernest Koomson**

Sheffield, South Yorkshire, England

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**PROFESSIONAL PROFILE**

With over 4 years' experience in the I.T sector, I am passionate about cyber security, protecting information systems in areas of compliance, user training, risk and incident response management. Completed Master's Degree in Cyber Security at SheffieldHallam University and presently seeking for a position in the Cyber Security industry.

**EDUCATION AND QUALIFICATIONS**

**Sheffield Hallam University, Sep 2018 – Sep 2019**

MSc Information Systems Security

**CERTIFIED**

Information Security Management System (ISMS) Auditor/Lead Auditor **(ISO/IEC 27001:2013)**

**Sheffield Hallam University**, **Sep 2011 – Jun 2015**

BSc (Honours) Information Technology Management

**RELEVANT PROFESSIONAL EXPERIENCE**

**NHS Sheffield Teaching Hospital, IT Desk Analyst: Sep – Dec 2019**

* Undertaking administration duties including mailbox creating, password resets, updating and adding distribution groups and unlocking accounts.
* Triaging to the next line of support as necessary
* Working as part of a busy, dedicated service desk team responding and resolving tickets.

**XLN, Broadband Specialist: Nov 2018 – Sep 2019**

* Responding to customers, colleagues and manager’s emails
* Troubleshooting for landline and broadband faults.

**InVentry, IT installation Engineer: Aug 2016 – Sep 2018**

* Installation of visitor’s sign in systems to educational and organisational services
* Configurations, testing, network cabling and troubleshooting
* Carrying out documentations
* Delivering training to small and large groups of clients
* Providing customer service support to clients

**Computacenter, 1st Line IT Analyst: Jan – Jun 2016**

* First point of contact analyst via telephone and email
* Following company’s policies and procedures to prioritise workload and providing end to end support process

**ADDITIONAL EXPERIENCE**

**Voluntary at Blind Veterans UK – 2015**

* IT support technician
* Helping veterans with day to day activities

**Sheffield Hallam University, Student ambassador: Jun – Sep 2012**

* Welcoming students on check-in weekend
* Helping answer questions regarding university, accommodations and life in Sheffield
* Support with hosting and organising social events

**INDUSTRIAL SKILLS**

**Cyber Security Standards**

* Carrying out Information security projects using NIST and CERT – **BS ISO/IEC 27001:2013** Certificate.
* Using **Kali Linux** system for penetration testing andethical hacking (OWASP).

**Computer software**

Kali Linux, Citrix XenApp, ITSM Remedy, RSA Secure ID, Office 365, Microsoft (Excel, Word, PowerPoint, Outlook, MS Project).

**Communication and Leadership**

* Writing reports for supervisors and managers during IT Analyst, Service Support, and IT Management roles.
* Preparing and delivering presentations to small/large groups during university projects and to managers/head of school during engineer position.
* Leader of group assignment – Planning meeting, distribution of tasks and providing support to group members.
* Building relationship and rapports with mates.

**Language**

* English: Mother tongue
* French: Beginner

**INTERESTS**

Sports: I enjoy a wide range of indoor and outdoor sports such as football and fitness.

Media and Technology: I keep updated with latest cyber security threats via news, social media.

**LinkedIn Profile:** [**https://www.linkedin.com/in/ernest-k-789618aa**](http://www.linkedin.com/in/ernest-k-789618aa)

**References:**

Available upon request.