

IBRAHIM MOHAMMED

PROFESSIONAL SUMMARY

Dynamic IT professional with a proven track record at Endeavor Health, excelling in cybersecurity and end-user computing. Expert in security engineering and project management, I developed a security awareness program that significantly reduced incidents. Adept at problem-solving and fostering collaboration, I drive technology alignment with organizational goals.

SKILLS

- Cryptography & Key Management
- Project & Team Management
- Ability to work in a fast-paced environment
- Strong negotiation skills
- User training expertise
- Technical support
- Information security
- Software development
- Business intelligence
- Big data analytics
- IT service management
- Operating systems
- Analytics
- Security Engineering
- Strong problem-solving skills
- Excellent project management skills
- Hardware configuration
- IT infrastructure
- Machine learning
- Network administration
- Proficient in [system]
- Virtualization technologies
- Telecommunications
- Software testing
- Project management

CONTACT

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- ✉ ibrahim967806@gmail.com
- 📍 CHICAGO, IL

EXPERIENCE

Operation Technical Specialist / End User Computing Analyst

AUG 2021 - JAN 2025 | Endeavor Health, Chicago, IL

- In the role of Operation Technical Specialist and End User Computing Analyst at Endeavor Health, responsibilities include managing and optimizing end-user devices and ensuring seamless computing experiences for staff

- The position involves analyzing user needs, troubleshooting issues, and implementing solutions that enhance productivity
- Collaboration with various departments is crucial to align technology with organizational goals and improve overall efficiency
- Continuous learning and adaptation to new technologies are vital to maintaining high service standards

Cybersecurity Engineer

MAR 2021 - AUG 2021 | Broadridge, New York City

- Developed a security awareness program that improved employee security knowledge and reduced security incidents
- Implemented security best practices to harden system security
- Developed and implemented a complex network security system, reducing the risk of cyber threats
- Developed a custom UI/UX design that improved user engagement
- Incorporated analytics tools to track usage and performance metrics, enabling the team to make data-driven decisions
- Developed a RESTful API that allowed the app to integrate with backend services, resulting in enhanced user experience
- Competitive Analysis
- Malware Analysis - Security Incident Response
- Cyber Threat Hunting (CTH)
- Amazon Web Services (AWS)
- Splunk - Business Process Improvement
- Security Research - Vulnerability Assessment
- Application Security
- Sales
- Certified Information Security Manager (CISM)
- Launches Identity and Access Management (IAM)
- Cybersecurity
- Cloud Computing - Communication
- Information Technology Incident Reporting
- Security Information and Event Management (SIEM)
- Security Monitoring
- Information Security - SEIM
- Threat & Vulnerability Management
- Penetration Testing
- Incident Response
- IT Security Operations

Splunk Administrator

JUL 2019 - MAR 2021 | Synchrony Bank, Florida

- Handled customer complaints calmly and professionally, resolving customer issues in a timely manner
- Created reports and documents as requested by the office manager
- Developed and maintained an up-to-date database of contacts and vendors, ensuring accurate and timely communication

- Streamlined the company's recruitment process, reducing the time to hire

Implementation Engineer

MAR 2017 - JUN 2019 | State Farm, Chicago

- Assisted in the development of clinic policies and procedures and trained new staff on their implementation
- Conducted a survey to assess student opinions on campus safety, resulting in the implementation of additional safety measures
- Collaborated with teachers and other professionals to ensure consistent implementation of behavior plans

System Administration

JUL 2014 - MAY 2016 | Logic technology, Chicago, USA

- Installed, configured, and maintained enterprise-level Linux and Windows server systems
- Managed user accounts, passwords, and access privileges to ensure secure access to applications and data
- Implemented a virtualization strategy that allowed multiple applications and operating systems to run on a single server, resulting in improved hardware utilization and cost savings
- Collaborated with teams to develop and deploy applications in a cloud environment, resulting in improved scalability and reduced costs

EDUCATION

PHD in Information Technology Candidate

Expected graduation JAN 2027 | University of Illinois

Master of Science in Computer Information Administration Systems

DEC 2023 | Lindsey Wilson College

MBA in MSTM

JUL 2022 | Hellenic American University

Bachelor of Applied Science in Computer Science

JAN 2019 | Osmania University

LANGUAGES

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|------------------------------------|------------------------------|
| • Gujarati
Native | • Hindi
Native |
| • Urdu
Native | • English
Native |
| • Russian
Beginner | • Spanish
Beginner |
| • Arabic
Beginner | • Telugu
Fluent |
| • Punjabi
Conversational | |

REFERENCES

References available upon request

VOLUNTEER EXPERIENCE

Social Worker

NGO, CHICAGO

- Interviewed residents and families to obtain social history and determine needs for services.
- Conducted assessments of clients' mental health needs and developed individualized treatment plans.

PUBLICATIONS

- Horizons of Spirit