

# Joshua Maina

Phone: +254-790-611760 | Email: joshuamaina83@gmail.com | LinkedIn: [joshuamaina](#) | Github: [joshmainaa7](#) | Address: Nairobi, Kenya

## Professional Summary

I am a technical support engineer & cybersecurity consultant specialising in enterprise-level system stability, secure network administration, and Web2 penetration testing. Expert in managing Google Workspace and Microsoft 365 environments, with a proven track record of resolving complex Level 1/2 technical issues through a security-first lens. Proficient in deep-dive analysis using Postman, Burp Suite, and SIEM (Wazuh) to identify vulnerabilities, conduct risk assessments, and harden system architectures for clients.

## EDUCATION

KCA University

2020 - 2024

Bachelor of Science in Information Technology

Second Class Upper Division

## PROFESSIONAL EXPERIENCE

### Technical Support Engineer and Cybersecurity Consultant | Foresight Tech Group

Nov 2024 – Present

Infrastructure & Hardening: Managed multi-site networks and ISP failover; implemented VLANs, firewalls, and server hardening using CIS benchmarks to secure global infrastructure.

Web Pentesting: Conducted vulnerability assessments using Burp Suite/SQLmap to remediate OWASP Top 10 risks on internal web applications.

Digital Forensics: Utilised Autopsy and Kali Linux for disc imaging and log analysis to investigate security incidents and indicators of compromise (IoCs).

Identity & SecOps: Administered Google Workspace/M365 (MFA & Conditional Access) and monitored threats via Wazuh SIEM and Postman API testing.

Incident Response: Managed full JIRA ticket lifecycles, resolving Tier 1/2 issues with a focus on proactive user support and documentation.

### IT Help Desk Intern | Foresight Tech Group

May 2024 - November 2024

Resolved hardware/software issues for local and remote employees, minimising downtime through proactive system monitoring and patching. Collaborated on cross-functional IT projects and maintained documentation for ticket resolution using JIRA.

### Partnership For Economic Policy (PEP) | Research Assistant & Data Collector

Mar 2023 – May 2024

Coordinated large-scale data collection activities, ensuring data accuracy and adapting to evolving project needs in dynamic research environments.

## PROJECTS

Nmap-Python Network Scanner: Developed a Python-based tool on Kali Linux to automate network reconnaissance and scanning.

AI-Powered E-commerce Web App: Built a full-stack application using JavaScript and Firebase for real-time backend management and an AI chatbot assistant.

Security Lab Setup: Configured a virtualized environment using Metasploitable and Kali Linux for advanced penetration testing training.

Python Encryption Suite: Developed custom scripts for password cracking and file encryption using cryptographic algorithms.

## TECHNICAL SKILLS

System and User Administration: Google Workspace Administration and Microsoft 365 Administration

Networking & Web Security: Basic Networking Concepts and Methodologies, Firewalls, Wazuh SIEM, Nmap, Burp Suite, Kali Linux.

Technical Tools and Operating Systems: JIRA, Postman (API Testing), Linux OS, SQL, Firebase, Server Configuration and Management.

Programming: Python (Scripting/Automation), JavaScript, HTML/CSS.

## CERTIFICATIONS

EC-Council Certified Cybersecurity Technician (C | CT)

Cisco: Network CyberOps Associate

Rapid7: CTSA IDR & CTSA IVM

Udemy: Wazuh SIEM - Basic to Advanced

## REFERENCES

Mrs. Jacqueline Mumbi Gitau | Delivery Manager, CloudFactory

Email: [Jacqueline.mumbi@cloudfactory.com](mailto:Jacqueline.mumbi@cloudfactory.com)

Mobile: +254-723-987496

