

# Joshua Maina

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## 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

<b>Technical Support Engineer and Cybersecurity Consultant   Foresight Tech Group</b>	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.	
<b>IT Help Desk Intern   Foresight Tech Group</b>	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.	
<b>Partnership For Economic Policy (PEP)   Research Assistant &amp; Data Collector</b>	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
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