

Sampson Sah Jr.

Manchester, CT | P: (860) 634-1935 | sampsonsahjr@gmail.com | [LinkedIn](#)

SUMMARY

Junior Cybersecurity Engineer with a strong IT background and a collaborative, solutions-driven approach. Proficient in core security principles, risk assessment, and system troubleshooting, with a focus on protecting networks and maintaining data integrity in dynamic, fast-paced environments.

WORK EXPERIENCE

Global Help Desk Services, Inc.

Manchester, CT

IT Help Desk Analyst

March 2024 - Current

- Collaborated in a team environment to provide technical support for hardware, software, and networking systems
- Maintained 100% accuracy in troubleshooting, ticket documentation, summary, escalation, and impact categorization—exceeding team average across all technical metrics
- Administered user accounts via Active Directory; applied GPOs and managed password resets/unlocks
- Executed PowerShell commands to conduct system diagnostics and automate routine support tasks
- Managed 35+ daily tickets in ServiceNow/FreshService, ensuring SLA adherence and accurate documentation

Connecticut Children's Medical Center:

- Supported IT operations while ensuring strict adherence to HIPAA compliance and PHI-sensitive data
- Led Tier 1 ticket audit process to improve documentation accuracy and ensure compliance with internal standards
- Achieved 100% accuracy in proper security escalations and on-call procedures to route tickets to appropriate health IT teams and minimize risk to sensitive systems

Sompo International:

- Administered Okta IAM policies and DUO MFA for user authentication and access control
- Supported MDM configuration and compliance using Microsoft Intune in an enterprise environment
- Performed limited Splunk monitoring for identification, log analysis, and proper escalation
- Utilized Nerdio Manager to troubleshoot, manage, and support virtual desktop infrastructures (Azure)
- Conducted first-time login processes for new on-boarded employees in an enterprise environment

Bob's Discount Furniture

Manchester, CT

Office Assistant January 2023 - March 2024

- Handled 50–75+ daily customer interactions, resolving issues efficiently in a high-traffic retail environment
- Processed customer purchases through point-of-sale/internal systems, ensuring order and payment accuracy
- Collaborated within a team environment to resolve customer concerns while maintaining a level of professionalism

CERTIFICATIONS

CompTIA: Cybersecurity Analyst+, Pentest+, Security+, Network+, A+, Project+

LPI: Linux Foundations

ISC2: SSCP, CISSP Expected 10/2025

ITIL: 4 Foundations

SKILLS

Technical Support and IT Operations: Active Directory (User/Group Management, GPO) · Remote Desktop · Microsoft Office · Zoom · Webex · Virtual Machines (VMware, Nerdio, Azure) · ServiceNow · FreshService

Cybersecurity Tools and Concepts: Okta (Admin) · DUO MFA · Symantec VIP · Microsoft InTune (MDM) · Splunk · Microsoft Sentinel · Tier-1 Incident Response · Endpoint Hardening · CVE Research

Compliance and Frameworks: HIPAA · NIST Cybersecurity Framework · ISO 27001 (Familiarity) · ITIL 4 Foundations

Programming Languages: PowerShell · Bash (Basic) · Python (Basic)

Operating Systems: Windows · Linux · macOS

Professional Strengths: Cross-Team Collaboration · SLA Adherence · Escalation Protocols · Ticket Auditing · Communication · Customer Service

PROJECTS

Honeypot Environment:

- Created a vulnerable Windows 10 VM on Microsoft Azure and configured a Microsoft Sentinel SIEM/Log Analytics Workspace to ingest and monitor security events
- Utilized KQL to visualize attack patterns using IP geolocation
- Applied concepts of threat detection, incident analysis, log parsing, and real-world SIEM operation

<https://github.com/junior-sah/portfolio>

HONORS

2024 - Chosen Fellow of **Tech Equity Collective**, a Google Initiative

EDUCATION

Western Governors University | B.S. Cybersecurity and Information Assurance
University of Connecticut | B.A. General Studies