TAOUFIK A.

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SUMMARY OF QUALIFICATIONS

- System Administrator, Full Stack Web Developer and an aspiring CyberSecurity professional with a Computer Science BA degree, and 10+ years experience working in IT.
- Currently transferring my extensive IT experience and knowledge towards specializing in Software Development and CyberSecurity.
- My passion for technology, helping others, and making the life of anyone who uses technology easy and secure is what motivates me to do my best and excel at what I do.

CODING SKILLS

- **Web Development Languages [HTML5, CSS3, & JavaScript]**
- **Version Control [Git, GitLab]**
- **Databases [MongoDB, MySQL]**
- **Frameworks and Libraries [jQuery, Bootstrap, Express.js, React.js]**
- **Runtime Environment [Node.js]**
- **Deployment [Github, Heroku]**
- **Quality Assurance [Jest]**
- **Computer Science [Big O Notation, Database Theory]**
- **Server Side Development [User Authentication, Progressive Web Applications (PWAs)**
- **MERN Stack [MongoDB, Express.js, React.js, Node.js]**
- **API Interaction [API, JSON, AJAX]**

TOP SKILLS

- **Windows System administration:** Active directory. User/Domain/Group Local access.IAM.Azure
- **Operating Systems:** Windows7/8/10. MAC. Linux. Ubuntu.
- **Windows Security:** Windows Firewall, Windows Security, Windows Defender, Symantec EndPoint Security, Antivirus Scanning, Application/Server/Network
- **Windows scripting:** Monitoring, Linux commands, cmd, PowerShell, Linux/Windows hardening.
- **Network and Network Security:** LAN/WAN/WAP. Routing/Switching. Network protocols. VPN. RDP. Wireshark. OSI Model. TCP/IP utilities. Cloud Security.
- **System Security:** Nmap, Wireshark. pfSense. Nessus. OpenVAS.
- **Cloud management:** AWS, Microsoft Azure,
- **Compliance:** PCI DSS, HIPAA, SOX,
- **Cybersecurity Frameworks:** CIA triad, NIST, CIS Controls,OWASP, MITRE.
- **Cybersecurity Tools:** Wireshark, Splunk, Metasploit,
- **Virtualization**: VirtualBox, VMware, Kali, Ubuntu, HyperV.
- **Programming:** HTML, CSS, Javascript, SQL, Python
- **Other Skills:** Team Player-Communication-Problem Solving-Troubleshooting-Customer Satisfaction-Quality Customer Service-Billing Support-Project implementation-Office365-Exchange-MIM-Office. Microsoft Teams. Teamcenter. SAP. CAD. Printers/FAX.Cisco.VOIP.AVAYA. Suite-Outlook-Aloha-MenuLink-SCCM-Taleo-CFC-NCR-KDS-NBO-SNOW/Workspace-HP manager-CRM-Database. Datacenter Technology.Desktop/Technical Support, Service Desk,EPIC healthcare Software support. Medical and hospital systems. Hospital pagers.EPIC.

EDUCATION

- **Cybersecurity Career Track Bootcamp: Online.** Springboard . **May 22**
- **Coding Bootcamp Certificate:**UNC: Chapel Hill, NC**.** Full Stack Web Development. **Nov 21**
- **Bachelor's of Information Technology: Franklin University**, Columbus, Ohio

Coding Projects

★ *Group Projects*

VodU | **https://github.com/lbladma/Final-Project** | **https://vodu2.herokuapp.com**
- ➢ **Project Summary:**
  - A community where gamers can interact with each other in the form of comments with upvotes and downvotes, watch videos of other users' game play and provide critiques, and post videos of their own content for feedback and advice from other users.
- ➢ **Core responsibilities in project:**
  - Frontend, CSS, styling, Debugging, Testing.
  - Project meetings, Documentation, ReadMe and presentation
- ➢ **Tools / languages used:**
  - JavaScript, HTML/CSS
  - NoSQL, Express.js, jQuery, Bootstrap, MongoDB, Node.js React.js
  - SQL Server, MySQL, API, JSON, AJAX
  - Visual Code Studio, GitHub, Heroku

Rehab-Connect | **https://github.com/lbladma/Rehab-Connect**
        | **https://vodu2.herokuapp.com**
- ➢ **Project Summary:**
  - This is a social website meant for former addicts to connect with others and build relationships in the hope of overcoming the day to day challenges that come with recently coming out of rehab. This is achieved through posting to certain milestones on the site and viewing others stories as they have reached that milestone as well.
- ➢ **Core responsibilities in project:**
  - Frontend, CSS, styling, Debugging, Testing.
  - Project meetings, Documentation, ReadMe and presentation
- ➢ **Tools / languages used:**
  - JavaScript, HTML/CSS
  - NoSQL, Express.js, jQuery, Bootstrap, MongoDB, Node.js React.js
  - SQL Server, MySQL, API, JSON, AJAX
  - Visual Code Studio, GitHub, Heroku

I'm Feeling | **https://github.com/lbladma/Project1-Interactive-Web-APP**
        | **https://lbladma.github.io/Project1-Interactive-Web-APP/**
- ➢ **Project Summary:**
  - This app is built to allow users to search for places relevant to their mood/feeling.
  - This app solves a real-world problem for anyone in need to socialize by visiting a place that matches their mood/feeling.
- ➢ **Core responsibilities in project:**
  - Weekly Project Meeting Management,
  - Demo, Testing, Debugging
  - Materialize, CSS, Styling and Frontend
- ➢ **Tools / languages used:**
  - JavaScript, HTML, CSS, Materialize.
  - NoSQL, Express.js, jQuery, Bootstrap, MongoDB, Node.js React.js
  - SQL Server, MySQL, API, JSON, AJAX
  - Visual Code Studio, GitHub, Heroku

★ **Individual Projects:**

Password_Generator | **https://github.com/lbladma/Password_Generator_Project**
        | https://lbladma.github.io/Password_Generator_Project/
- ➢ Project Summary:
  - The objective of this project is to allow users to generate a strong password based on specific requirements selected by the user. below are the detailed Project requirements and criteria.
- ➢ Tools / languages used
  - HTML, CSS, JavaScript
  - Visual Code Studio, GitHub.

Weather APP | **https://github.com/lbladma/Weather-Dashboard-App**
        | **https://lbladma.github.io/Weather-Dashboard-App/**
- ➢ Project Summary:
  - This project's main purpose is to build a weather dashboard app that will run in the browser and feature dynamically updated HTML and CSS.

- This Project uses the OpenWeather One Call API https://openweathermap.org/api/one-call-api to retrieve weather data for cities which is done by making requests with specific parameters.
- ➢ Tools / languages used
  - JavaScript, HTML/CSS
  - LocalStorage, React.js
  - Visual Code Studio, GitHub

Javascript Quiz | **https://github.com/lbladma/JS_Quiz_Project**
           | **https://lbladma.github.io/JS_Quiz_Project/**
- ➢ Project Summary:
  - The main purpose of this project app is to allow me to showcase my learned skills using Javascript, Bootstrap, CSS, and HTML.
  - This project is a multi-choice questions coding quiz.
  - The project's app runs in the browser and features dynamically updated HTML and CSS powered by the written JavaScript code, which has a polished, clean, and responsive user interface
- ➢ Tools / languages used
  - JavaScript, HTML/CSS, Bootstrap.
  - Visual Code Studio, GitHub, Heroku

Work Day Planner | **https://github.com/lbladma/Work-Day-Planner-App**
           | **https://lbladma.github.io/Work-Day-Planner-App/**
- ➢ Project Summary:
  - The main purpose of this project app is creating a simple calendar application that allows a user to save events for each hour of the day by modifying starter code.
  - This app will run in the browser and feature dynamically updated HTML and CSS powered by jQuery.
- ➢ Tools / languages used
  - JavaScript, HTML/CSS, Bootstrap.
  - jQuery, LocalStorage, Moment.js.
  - Visual Code Studio, GitHub, Heroku.

PROFESSIONAL EXPERIENCE

Cybersecurity professional Certificate | **Nov 2021 - Jun 2022 | Springboard Cyber Security Career Track**

- Completed real-world scenarios with 30+ hands-on labs. These labs include but not limited to Cloud Security, Patching, Securing Systems, and Configuring Anti-Virus, Implementing Security Policies on Windows and Linux, Hardening Windows and Linux,Desktop Virtualization, Examining Wireless Networks, Securing the pfSense Firewall, Capturing and Analyzing Network Traffic Using a Sniffer, Creating and Securing User Accounts using AD in the Enterprise, Vulnerability Scanning of a Linux Target, Introduction to Autopsy, Forensic Browser, Deep Dive in Packet Analysis - Using Wireshark and Network Miner, Injection Attacks using WebGoat, Local Operating System Exploitation, Breaking WEP and WPA and Decrypting the Traffic, Remote and Local Exploitation, and Performing Reconnaissance from the WAN. Cloud Security, Mobile Security. Mobile Operating Systems.
- Completed 35+ mini-projects with real-world context on cybersecurity and Completed a capstone project.

Full Stack Web Developer Certificate | **May 21- Nov 21 | UNC Coding Bootcamp.** UNC Chapel Hill, NC
- Completed a 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Firebase, Node Js, MySQL, MongoDB, Express, Handelbars.js & ReactJS.

Tier II Support & System Administrator. | **May2022 – Nov2023 | Town of Cary | Cary, NC**
- Handle Escalations from Tier I or VIP requests.
- Work & coordinate with other teams to handle escalations and deploy new systems and projects.
- Complete and deploy multiple projects on time and make sure all the expected tasks are completed.
- Setup new devices and builds for deployments to users and projects as requested.
- Manage Office365 & Exchange users and mailboxes and verify they are in sync with AD, Okta Admin, & Azure.
- Make sure AD users & accounts are provisioned and in sync with Okta, Azure, & Exchange/O365 system.
- Manage and Verify groups & users' access rights and permissions thru AD.
- Create/Remote & Enable/Disable users & groups thru AD and push changes to Okta, Azure, & Exchange/O365.
- Manage the high number of escalations, tickets, and requests which helps to decrease the backlog by 75%

Skills/tools used: VIP Escalation. Project Deployment. Clearing Backlog tickets. Okta Admin. AD. Windows Server. Exchange. Office Suite products. IAM. VDI. VPC/VMware. Hyper-V. RDP Bomgar. BeyondTrust. Encryption. Symantec. Antivirus. VPN. Cisco Secure Client, Cisco Security tool. AirWatch. PXE Boot. Manage Networks. Routing Switching. LAN/WAN/WAP. Windows 10 management. Windows Security. MAC OS. iPhone. iPad. Desktop/Laptop break/fix requests. Box.

Senior Information Technology Specialist | *March*2020 – **Present** | **HCL Technologies** | Raleigh, NC
- Answer telephone calls, email, instant messages, and assigned tickets from users and vendors.
- Helped with migration of legacy office email Client to O365.
- Administered O365 and Exchange environment and made sure user mailboxes are set up properly according and in sync with AD, Azure, MIM and IAM.
- Verified users and accounts are provisioned correctly thru Exchange admin tool and MIM.
- Reported and escalated any O365, Exchange
- Verified user's access rights and permissions thru AD.
- enabled/disabled/extended users access thru AD accordingly and reset/unlock any access/password issues.
- Added/removed users from groups as per their management requests
- Assign work orders / incidents/ Requests to appropriate support teams and work them closely to follow up until closure which helped 90% of backlog tickets, and meet 95% SLA metrics.
- Worked with users to address any Desktop/Laptop issues.
- Request Desktop/Laptop break/fix and replacements thru local support or appropriate resolver groups.
- ➢ **Skills/tools used:** AD, Windows Server, Exchange, Office products, Office365, IAM, MIM, AD, VDI, VPC/VMware, HyperV. RDP Bomgar, BeyondTrust, Evanti Encryption, Symantec VIP and Encryption, Axiad VPN and GlobalProtect, Airwatch, HUB.Manage Networks, Routing Switching.LAN/WAN/WAP. Citrix Receiver. Citrix Workspace. React. Windows 10 management. Windows Security. MAC OS.iPhones. iPads. App store. Desktop/Laptop break/fix requests.

Taleo HealthStream Tier II Remote Support Specialist | *Sept*2019 – **Jan**2020 | **Tenet Healthcare** | Dallas, TX
- Provided in person and phone support to internal employees in regards to Taleo software and other HR applications.
- Worked with employees to troubleshoot, diagnose, and resolve system access and functionality issues.
- Worked closely with users to verify their access to the network using AD.
- Verified users access to Office 365 and exchange is synced with AD and Azure.
- Escalated any access users' issue to resolver groups and follow to completion then inform users and test access.
- Assisted the team in running reports and capturing metrics and completing 95% of related projects.
- ➢ **Skills/tools used:** Taleo, HR reports. Troubleshooting. AD. VPN. RDP. VMware.SNOW. Exchange. Office365. Office Suite.

Tier III Restaurant Support Analyst | **Jan**2017 – **Sept**2019 | **Pei Wei** | Irving, TX
- Supported in-house developed and third party applications such Aloha Mobile, NCR, Radiant, KDS QSR Auto, Command Center, CFC, MenuLink, Taleo, OLO, and multiple restaurant systems applications.
- Used CCM,VNC,RDP to remote into restaurant File servers and terminals to troubleshoot any issues.
- Helped users with different Operating Systems such Win10 and MAC.
- ➢ **Skills/tools used:** CFC, MenuLink, Taleo, OLO, CCM. VNC. RDP. KDS QSR Auto. NCR. NCR Radiant. Aloha. Manage Networks, Routing Switching.LAN/WAN/WAP. VMWare. HyperV. AD group policy. Group memberships.

Cloud Client Support Professional (Contract) | *Jan*2016 – **Dec**2016 | **D&H Financial Technologies** | Irving, TX
- Used PowerShell to perform multiple admin tasks, manage registry, and access event logs.
- Helped users access cloud applications and ensure availability and performance.
- Assisted users with requesting and accessing cloud based application
- Maintained and reset/reboot cloud servers to tackle any access and performance issues.
- Used C3 cloud platform to access clients cloud portal. Troubleshoot any C3 log in or access issues.
- Supported XenApp and used it to access clients' servers and virtual machines.
- Worked with users to address any Desktop/Laptop issues.
- Request Desktop/Laptop break/fix and replacements thru local support or appropriate resolver groups.
- ➢ **Skills/tools used:** C3 Cloud system. AD.XenApp. Server 2008. RDP. Troubleshooting. PowerShell. Registry. Event Log. HyperV. VMWare. AD Group policy. Server Maintenance. Outlook Calendars. Exchange. Office365 management.

Epic Software Support (Contract) | *Apr*2015- **Dec**2015 | **Children's Hospital of Buffalo** | Buffalo, NY
- Answered calls and responded to users' emails in regards to EPIC or any health system application.
- Route any non-related EPIC questions or concerns to the correct department or group.
- ➢ **Skills/tools used:** EPIC. Pagers.VMware. RDP. HyperV.AD. Server 2008. Office Suites. Troubleshooting. Problem Solving.

Tier II Desktop Support | *Feb*2012- **Mar**2015 | **Earthlink Business** | Buffalo, NY
- Performed application installation and Win7 compatibility testing, task sequence troubleshooting.
- Migrated machines and user from Win7/WinXP to Windows 8 as requested by clients
- Troubleshoot any migration issues and walk users through using the Operating Systems
- Communicated with the Level 1 Service Desk resources to document solutions to address common problems.
- ➢ **Skills/tools used:** C3 Win7/WinXP migration. PXboots. SCCM. Win8. Windows OS installation. MAC OS. Troubleshooting.