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https://lbladma.github.io/My_Portfolio

SUMMARY OF QUALIFICATIONS

- Full Stack Web Developer and an aspiring CyberSecurity professional with a Computer Science BA degree, and 10+ years experience working in IT as a senior computer engineer.
- Currently transferring my extensive IT experience and knowledge towards specializing in Software Development and Cyber Security.

TOP SKILLS

- **Programming:** HTML, CSS, Javascript, SQL, Python
- **Windows System administration:** Active directory, Domain/Local access
- **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, Wireshark, OSI Model, TCP/IP utilities,
- **System Security:** Nmap, Wireshark, RDP, 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.
- **Other Skills:** POS, Aloha, MenuLink, Taleo, SCCM. CFC, NCR, Radiant, KDS, NBO. ServiceNow. HP manager. CRM. Zendesk.

EDUCATION

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

RELATED WORK EXPERIENCE

Cybersecurity professional in training

2021– Present

Springboard Cyber Security Career Track

Remote

- Completed real-world scenarios with 30+ hands-on labs
- Completed 35+ mini-projects with real-world context on cybersecurity.
- Completed a capstone project that showcased all the technical security skills I acquired through the Springboard career track.

Senior Information Technology Specialist

2020 – Present

HCL Technologies

Raleigh, NC

- Coordinated and managed relationships with vendors and support staff that provide hardware / software / network problem resolution.
- Actively support multiple users through telephone calls, emails, chats, and escalate unresolved issues, work orders, and incidents to appropriate support teams and follow up until closure which helped 90% of backlog tickets, and meet 95% SLA metrics.
- Worked closely with users and clients to follow the best security practices while using the network and company resources.
- Conducted security checks on user's machines to make sure all systems are up to date.
- Answered user's security questions and guided them through reporting any security or suspicious activities.

Taleo HealthStream Tier II Remote Support Specialist

2019 – 2020

Tenet Healthcare

Dallas, TX

- Provided in person and phone support to internal employees in regards to Taleo software and other HR applications.
- Helped users to update their applications and install verified and secure applications.
- Helped users with setting secure passwords that meet the standards and company policy.
- Assisted the team in running reports and capturing metrics and complete 95% of related projects on time and as requested
- Reported to team leads or manager with system issues outages and updates.

Level 2 Support Technician

2018 – 2019

NEC Corporation

Irving, TX

- Provided technical assistance to corporate customers, vendors, service providers with the following: critical system failure, hardware or software issues, general questions, clarification on operational procedures, or require one-on-one training for specific functions with their personal computer.
- Developed or assisted in development of documentation and standard operating procedures.
- Assisted users and clients to make sure all the user devices are compliant with PCI standards.
- Reported and escalated any devices that are not compliant with PCI and follow up with users and vendors to ensure compliance.

Tier III Restaurant Support Analyst

2018 – 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.
- Scheduled and followed-up of service with vendors; provide hardware, network, and peripheral device installation and troubleshooting.

Client Support Professional

2017 – 2018

Brinker International

Dallas, TX

- Supported in-house developed and third applications such Aloha Mobile, NCR, Radiant, KDS QSR Auto, Command Center, CFC, MenuLink,Taleo,
- Used Windows Server 2003/2008 for AD related issues including but not limited to users/groups access rights/permission.
- Worked with vendors to provide hardware, network, and peripheral device installation and troubleshooting.

Cloud Client Support Professional

2016 – 2017

D&H Financial Technologies

Irving, TX

- Used PowerShell to perform multiple admin tasks, manage registry, and access event logs.
- 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.

Onsite IT Technician

2016

JWDanforth

Buffalo, NY

- Deployed and managed multiple projects in place and ensured the completion by the due date.
- Configured and tested new mobile devices for users such as iPhones, iPads.
- Used VMware/SCCM to remote into servers and VPCs to troubleshoot any issues.
- Used Windows Server 2003/2008 for AD related issues including but not limited to users/groups access rights/permission.

Tier II Desktop Support

2012-2015

Earthlink Business

Buffalo, NY

- Performed application installation and Win7 compatibility testing, task sequence troubleshooting.
- Performed reimaging/upgrade desktops and laptops using Inline or PXE boot.
- Verified all the upgraded machines have the latest antivirus software installed and up to date.
- Conducted regular security checks and antivirus scans to ensure devices are secure.
- Communicated with the Level 1 Service Desk resources to document solutions to address common problems.