

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.

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**
- **CompTia security+ Certificate:** CompTIA. **June 22**
- **Coding Bootcamp Certificate:UNC:** Chapel Hill, NC. Full Stack Web Development. **Nov 21**
- **Bachelor's of Information Technology:** Franklin University, Columbus, Ohio

RELATED PROFESSIONAL EXPERIENCE

Cybersecurity professional in training

2021– Present

Springboard Cyber Security Career Track

Remote

- 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

May 21- Nov 21

UNC Coding Bootcamp. UNC Chapel Hill, NC

Remote

- 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.

Senior Information Technology Specialist

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

2019 – 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

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.
- 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

2016 – 2018

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

2015-2016

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

2012-2015

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.