**Taoufik A.**

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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.

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#### ***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.