

AR. MOHAMED RIMSAN

IT Undergraduate | Cybersecurity Enthusiast (SOC Analyst) | Internship Candidate in Cybersecurity & IT Support

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EXECUTIVE SUMMARY

Results-driven 3rd-year IT undergraduate with a strong foundation in systems administration, networking, and cybersecurity principles. Proven experience in technical troubleshooting, service request management, and user access support through professional Help Desk experience. Complemented by hands-on exposure to SOC labs, SIEM monitoring, log analysis, and incident response aligned with the MITRE ATT&CK framework. Eager to contribute to IT operations and security initiatives while continuously strengthening technical expertise and delivering reliable, solution-oriented support in a professional environment.

EDUCATION

- Bachelor of Science (Honours) in Information Technology**
The Open University of Sri Lanka (OUSL)
Expected Graduation: November 2027

EXPERIENCE

1. Help Desk Representative (Remote)

Tech Bridge Solutions Ltd, United Kingdom (February 2025 – Present)

- Resolved 5+ technical support tickets weekly, achieving a high first-call resolution rate.
- Documented incidents and resolutions in ticketing systems, ensuring compliance with ITIL service desk standards.
- Identified potential security-related issues and escalated incidents following established procedures.

2. Inventory Manager and Cashier (On-site)

Bilal Kidz Sri Lanka (January 2022 – January 2024)

- Optimized an existing ERP-based inventory system to improve stock accuracy and reduce operational errors.
- Maintained accurate financial and inventory records and generated routine management reports using ERP systems.

TECHNICAL SKILLS

- Security:** SIEM Monitoring, Alert Triage, Incident Response Fundamentals, MITRE ATT&CK
- Operating Systems & Administration:** Windows, Linux, Endpoint Management
- Networking & Directory Service:** TCP/IP, DNS, HTTP, Active Directory (AD)
- Troubleshooting:** Hardware and Software
- Scripting:** Python, PowerShell, Bash
- Blue Team:** Log Analysis (Windows & Linux), SOC Operations

SOFT SKILLS

- Communication
- Problem Solving

- Analytical Thinking
- Attention to Detail
- Documentation
- Adaptability

CERTIFICATIONS

- (ISC)² Candidate – Certified in Cybersecurity (CC) (In Progress)
- Google Cybersecurity Professional Certificate
- System Administration and IT Infrastructure Services – Google
- Junior Cybersecurity Analyst – Cisco Networking Academy
- Security Operations Center (SOC) – Cisco
- Automate Cybersecurity Tasks with Python – Google
- Practical Help Desk – TCM Security
- **Additional certifications:** Cyber Threat Management, Endpoint Security, Network Defense (Cisco); Cyber Kill Chains (Cybrary); Python Programming (GeeksforGeeks)

PROJECTS

1. SOC Home Lab (Defensive Cybersecurity)

- Designed and deployed a virtual SOC lab using virtual machines, SIEM, and IDS tools.
- Automated repetitive security tasks using Python scripts, reducing manual triage time.
- Documented workflows and incident reports, ensuring structured Blue Team operations.

2. Mastercard Cybersecurity virtual experience program on Forage

- Completed a job simulation as a Security Analyst within Mastercard's Security Awareness Team.
- Helped identify and report security threats such as phishing.
- Analyzed and identified which areas of the business needed more robust security training and applied training courses and procedures for those teams.

3. Deloitte Australia Cyber Job Simulation on Forage

- Completed a job simulation involving reading web activity logs.
- Supported a client in a cyber security breach
- Answered questions to identify suspicious user activity

4. LetsDefend - Blue Team Training Platform

- Practicing real-world SOC analyst simulations on the LetsDefend Blue Team Training platform.
- Investigated alerts, examined malicious activities, and leveraged incident response procedures.

LANGUAGE PROFICIENCY

- English (Proficient)
- Tamil (Native)
- Sinhala (Conversational)

REFERENCES

1. Gayeshan Hewa Mithige

Managing Director, **TECH BRIDGE SOLUTIONS LTD.**

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2. Mohamed Sajah Sheriff Ali

Head of Productions, **Fourth Milling Company**

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