Mahamud A. Osman

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Experience

United Parcel Service

Operations Support Group – Midrange console Operator   Feb 2022-Present

- Demonstrate ability to work in a fast-paced environment working with troubled employees' technical issues in time sensitive situations.
- Display attention-to-detail when noting information obtained for incident response war rooms and updating status of incident as I receive more information.
- Trouble shoot issues for wide range of applications.
- Page out and document/ scribe for incident resolution bridges for the AFF SDG
- Handle alert event management analysis and resolution.
- Demonstrate strong organizational and time management skills by completing daily tasks while being on call queue handling Information Technology (IT) helpdesk call in between completing assigned task.

Summary of Skills

- Ability to troubleshoot and analyze information effectively to solve problems.
- Desire to learn and improve as the industry of cyber security continues to evolve and change.
- Experience doing Incident resolution, incident escalation, event management/ facilitation, Incident follow up, incident logging, root cause and trending analysis, preforming system checks, proactively monitoring of the IT systems.
- Effectively communicate and explain information in a way that everyone understands.
- Delivering technical support over the phone in a second-level monitoring/ resolution
- Experience with TCP/IP, Windows Operating Systems, Citrix, PowerShell
- Experience with Wireshark, OWASP ZAP, Shodan, Nmap, Nessus, tcpdump, and proficient in Microsoft Office (Microsoft PowerPoint, Outlook).

Certifications

CompTIA   #COMP001022217016
Network+   (2023)
Security+   (2023)
CySA+ (Cybersecurity Analyst)   (2023)
CSAP Stackable Certification   (2023)

ISC2   #1455465
Associate of ISC2   (2023)
CC - Certified in Cybersecurity   (2023)
SSCP – System Security Certified Practitioner   (2024)

Education

University of Louisville   Louisville, KY
Bachelor of Science in Business Administration   2023
Computer Information System, track in Cybersecurity