Mahamud A. Osman

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Experience

United Parcel Service
Operations Support Group –Technician, IT Operations   Feb 2022-May 2024
- Demonstrate ability to work in a fast-paced environment working with troubled employees' technical issues in time sensitive situations.
- Trouble shoot issues for wide range of applications.
- Handle alert event management analysis and resolution.
- Demonstrating strong organizational and time management skills by completing daily tasks while being on call queue handling Information Technology (IT) helpdesk calls in between completing assigned tasks.
- Monitoring the critical computer room for unauthorized entries and monitoring Environmental Control Unit (ECU) to maintain integrity of critical equipment and components.
- Monitoring server status, message queue status, data ingest, and queue count.
- Handling tasks such as pushing applications, resetting passwords, and requesting user access to apps and services.

Moysndicate
Security Analyst/ Content Creator   August 2023-Present
Developed content, as well as performed the following tasks:
- Installed and configured Nessus Essentials to conduct vulnerability scans and triaged the resulting vulnerabilities.
- Implemented vulnerability management process within a Sandbox Virtual Machine (VM) environment.
  - Discover, Prioritize, Assess, Report, Remediate, Verify
- Configured to perform a credentialed and non-credential vulnerability scan against Windows 10 Host
- Created a File Integrity Monitor (FIM) with Python to safeguard against tampered files and applications during the download process.
- Utilized cryptographic hash methods such as SHA-256 and MD5 to validate checksum values, ensuring data integrity and security measures.

United Parcel Service
Operations Support Group – Senior Technician, IT Operations   Nov 2023-Present
- Investigating server connection failures and placing servers in maintenance mode to ensure connectivity with all other cluster servers.
- Triaging alerts, handling incidents promptly and escalating to necessary personnel if necessary.
- Display attention-to-detail when noting information obtained for incident response war rooms and updating status of incident as I receive more information.
- Page out and document/scribe for incident resolution bridges for the AFF SDG.
- Monitoring critical services, creating incidents, checking service resolution, event history, and following best practices.
- Appending documents to the Business Community Plan (BCP) repository for immediate access in case of emergencies.
- Moderating meetings, ensuring task awareness, and reflecting on recent significant incidents.
- Participating in multiple war rooms to promptly address critical concerns and prevent IT operation delays or service disruptions during key business operations.

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