Omar Orabi

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**EDUCATION**

**Northern Kentucky University Highland Heights, KY**

*Bachelor of Science, Cybersecurity – GPA 3.59* *Expected: December 2025*

**SKILLS & CERTIFICATIONS**

* **Cybersecurity Fundamentals:** Proficient in principles of securing digital environments, including authentication, authorization, and encryption techniques.
* **Technical Skills:** Competent in PHP, HTML, with a focus on website security and authorization. Basic coding skills in Python and Java.
* **Networking:** Understanding of networking fundamentals, experienced with Wireshark for network analysis and troubleshooting.
* **Certifications:** Microsoft Office Specialist (MOS) Certified.
* **Languages:** Fluent in English and Arabic.
* **Soft Skills:** Strong leadership, conflict resolution, effective communication, and customer service excellence.

**WORK EXPERIENCE**

**Service Desk Technician Newport, KY**  
*Intern* October 2024 – Present

* Provide remote troubleshooting for clients, resolving technical issues efficiently.
* Track service tickets using CRM software, ensuring timely and effective resolution of client concerns.
* Collaborate with IT teams to ensure customer satisfaction and smooth service delivery.

**Cable Technician Newport, KY**

*Intern*  June 2024 – August 2024

* Installed and configured network and cable systems for clients, ensuring optimal performance.
* Performed maintenance and troubleshooting of existing systems.
* Gained hands-on experience with various technical equipment and customer interaction.

**Village Market** **Grocery and Restaurant** **Florence, KY** *Assistant Manager Jun 2020 – Present*

* Responsibilities include food preparation, inventory control, daily task assignment
* Cleaning and organization, employee coaching/training
* Developed strong customer service skills; consistently ensuring customer satisfaction and handling inquiries with professionalism and courtesy.

**Bourbon House Pizza Florence, KY**

*Host & Waiter Jun 2019 – Jun 2020*

* Managed restaurant reservations and orders
* Worked with team members including servers and kitchen staff to ensure smooth operation of our restaurant.

**PROJECTS AND COURSEWORK**

**Server-Side Programming - Website Security Project**

* Developed a secure website utilizing PHP and HTML, implementing best practices in authentication and data protection.

**Networking Analysis Using Wireshark**

* Conducted a comprehensive network analysis project, identifying vulnerabilities and suggesting improvements.

**PROFESSIONAL DEVELOPMENT**

* Actively seeking internships in cybersecurity to gain practical experience.
* Regularly attend cybersecurity webinars and workshops to stay updated with industry trends and technologies.