

ISHMAEL KIPKOECH

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Dedicated Technical Support Specialist with a strong passion for cybersecurity and extensive expertise in vulnerability assessment, SOC operations, and IT security implementation. Proven track record in fortifying networks, conducting thorough risk assessments, and implementing effective security policies. Proficient in advanced security technologies and tools.

SKILLS

- Vulnerability Assessment
- SOC Operations
- Network Administration & Security
- IT Security (Eset, F-secure, Windows Endpoint Manager)
- Incident Response & Log Analysis
- Endpoint Protection
- Mobile device management(Tests and manage roll-out)
- IT Helpdesk Support.
- SIEM solution
QRadar(WAZUH(XDR&EDR))
- Database (SQL,MySQL,PostgreSQL)
- UI and UX Design(Figma).
- Windows Server GPO, AD, DHCP, DNS
- Penetration Testing
- Endpoint Security (performing patching)

Tools and languages:

- Nessus
- Nikto
- Burp Suite
- Owasp ZAP
- Zabbix
- NMAP
- Python (Django framework)

EXPERIENCE:

November 2024– Present

Cyber Security Researcher & Vulnerability Assessor- MsingiPACK | November 2024 – Present.

My duties as cyber security research and vulnerability assessment:

- Conduct vulnerability assessments.
- Identify and Prioritize vulnerabilities.
- Data classification and categorization.
- Assist in policy documentation.

My duties as Technical Support(Client)- Task based:

- Assessment of learning content.
- updating of the web-apps and mobile applications.
- Installation of new applications.
- registration of users and onboarding through licensing.

March 2020– Present**IT Support, Web-Developer, and Digital Marketing. Freelance.**

My duties include:

- Website development and maintenance.
- UI & UX Design for both Android apps and websites.
- Procurement of IT equipment.
- Software and hardware troubleshooting.
- Penetration testing for websites and web-based applications and Analysis.
- IT consultation.
- Cyber-security researcher.

JUN 2023 – MAY 2024**Technical Consultant, Eagle Group International, Nairobi**

As a problem solver oriented I always enjoyed working with Eagle group as an IT consultant on part-time basis and evaluating the growth and future of the company ;

- Data Security.
- Assessing Real Estate Technology Infrastructure.
- Integrating Real Estate Tech Stacks.
- Project management tools.
- Digital marketing and SEO.

JUN2023 – NOV 2023**Technical Support Specialist, Innovus Group Limited. Mombasa.**

While working for Innovus I was attached to a client: AAC Kenya Limited where my duties included:

- Implemented IT security measures including log monitoring and log analysis.
- Managed network installation, expansion, and support.
- Administered Windows Server, AD, File Server, and Group Policy.
- Conducted on-site and cloud server synchronization.
- Provided remote support to multiple branches(2, Nairobi and Kilifi).
- Executed system backup and recovery procedures.
- Created cybersecurity awareness through weekly articles.
- Data Security and recovery.

JUN 2021 – MAY 2023**Technical Support Officer, Eagle Group International, Nairobi**

Eagle Group dealt with rolling out tablets: Edu-Tabs, which were loaded with contents to learning institutions. My roles included.

- Providing technical support to internal users and external.
- Activation and maintenance of Edut-ablets.
- Maintaining IT Assets inventory.
- Tablet troubleshooting and documenting solutions to common issues.
- Client training on the use of Edu-tablets.
- Tablet configuration.

NOV 2021– MARCH 2022**Digital Literacy Trainer, Rangi Yetu- Part -Time, Nairobi.**

I served as a trainer in the fields of Cybersecurity, Web development, Online safety, and graphic design. Duties performed included training and developing a teaching curriculum for.

- Cyber Security,
- Web-development
- Graphic design.

EDUCATION AND PROFESSIONAL ACHIEVEMENTS

BSc in Information Security (Deferred)

Voronezh State University | November 2023

Computer Science (Honors Credit 1)

Pwani University | September 2017 - November 2019

certifications and learning spaces.

Cyber Shujaa - Security Analyst(Ongoing)

BurpSuite Academy- Burp Suite certified practitioner(Ongoing)

HCIP Security - Huawei Academy.(Ongoing)

DevNet Associate - CISCO.

HCIA Cyber security - Huawei Academy.

ICS2 - InfoSec 4TC

Certified in risk and information systems control (CRISC)-Cybergen

REFEREES

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