

# Saqib Majeed

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## Education

### Congestoga College

Diploma in Information Technology

Sep 2025 – May 2027

### CompTIA Network+

Exp. Jul 2027

## Skills

Jira Service Desk, ServiceNow, Active Directory, PowerShell, Windows, Python, Linux, Bash, Splunk, ELK, SIEM, EDR, Computer Hardware Troubleshooting, OSI Model, DNS, Git, VMWare, Docker, Wireshark

## Projects

### Fully Automated SOC with Splunk, Wazuh & TheHive

- Built a fully automated SOC integrating Splunk, Wazuh, and TheHive to unify detection, alerting, and response workflows, increasing pipeline efficiency by 47% via scripted telemetry, case generation, and containment.
- Automated TheHive case creation and indicator enrichment using Python workflows tied to Splunk alerts, reducing manual triage time by 33% by parsing observables, querying Wazuh logs, and enriching IOCs.
- Simulated Kali-based attacks and correlated Wazuh telemetry in Splunk, improving threat detection by 18%.
- Developed response scripts to isolate endpoints and kill malicious processes, cutting containment time by 61%.

### IT Service Desk Environment with Jira Service Desk, iTop & MediaWiki (Docker)

- Deployed a fully containerized Jira, iTop, and MediaWiki stack in Docker to replicate an enterprise IT service desk environment, enabling efficient ticket handling, asset management, and knowledge-base integration.
- Simulated diverse Windows 10 end-user incidents, reproduced real support scenarios, and routed all service requests through Jira to verify escalation paths, increasing end-to-end service desk workflow by 23%.
- Integrated iTop CMDB with Jira issues to link assets and incidents, enhancing troubleshooting by 57%.

### Active Directory Homelab with PowerShell Automation

- Built a Windows Server 2022 Active Directory domain with structured OUs, centralized authentication, and enterprise-grade GPO configurations, significantly reducing administrative overhead by 29% across all systems.
- Automated workstation hardening using a custom PowerShell tool, standardizing MSFT and CIS baseline enforcement across all domain-joined workstations to reduce exposure to common attack vectors by 61%.

### Home Network with pfSense, Snort IDS/IPS, and Pi-Hole

- Engineered a fully segmented home network using pfSense, managed switches, and structured VLAN design, reducing lateral-movement risk by 41% through strict IoT isolation and controlled network traffic pathways.
- Deployed Pi-Hole with Unbound as a recursive, privacy-focused DNS stack, improving DNS security by 78%.
- Configured Snort IDS/IPS rule sets to enhance detection of anomalies while reducing false positives by 16%.

## Experience

### Cybersecurity Program Lead

Muslims Achieving Excellence

Toronto, ON

Jun 2025 - Present

- Orchestrated large-scale cybersecurity events for industry professionals and community leaders, managing programming, speaker coordination, and logistics to consistently attract 60+ engaged attendees per session.
- Produced comprehensive security-awareness materials, including presentation decks, panel question sets, and event collateral which were distributed to over 150+ community members to support ongoing education efforts.
- Designed hands-on cybersecurity exercises such as phishing and threat-recognition simulations, increasing participant detection accuracy by 30% and improving overall security awareness throughout the community.

### Gas Station Clerk

Esso

Acton, ON

Jun 2021 – Aug 2025

- Strengthened customer retention by 12% through building rapport with 100+ customers on a daily basis.
- Achieved a 99% issue resolution rate by resolving 500+ customer concerns through clear communication.