

YOUSIF ASSALY

IT support technician

PROFESSIONAL SUMMARY

IT support technician with over 3+ years of experience in mobile security and incident response, adept at troubleshooting methodologies and configuration management. Demonstrates a visionary approach to enhancing system monitoring and virtualization, ensuring data backup and endpoint management are executed precisely. Committed to leveraging advanced skills in ServiceNow ticketing systems and data analysis to drive innovation and efficiency within dynamic IT environments.

CERTIFICATIONS

COMPTIA SECURITY+

Certification Includes :

- ◆ Endpoint protection
- ◆ Data loss prevention (DLP)
- ◆ Vulnerability assessments
- ◆ Risk management
- ◆ MFA implementation

AWS CLOUD PRACTITIONER

Certification Includes :

- ◆ Cloud security principles
- ◆ Networking in cloud environments
- ◆ Identity/access management (IAM)

TRYHACKME CERTIFICATION

Certification Includes :

- ◆ Penetration Testing (tools like Burp Suite, and Metasploit)
- ◆ Digital Forensics and Incident Response
- ◆ Log Analysis
- ◆ Vulnerability Assessment (e.g., using Wireshark, Nmap)
- ◆ Web Application Security Testing

COMPTIA NETWORK+ (IN PROGRESS)

Certification Includes :

- ◆ Advanced networking protocols
- ◆ DNS/DHCP configuration
- ◆ router management

TECHNICAL SKILLS

OPERATING SYSTEMS

Includes:

Windows 10/11, Windows Server (Basic Administration), Linux (Ubuntu, Kali)

SYSTEM ADMINISTRATION

Includes:

Active Directory (User Management, Group Policy, MFA), Office 365, Intune MDM

NETWORKING

Includes:

DNS, DHCP, VLANs, firewall policies, TCP/IP troubleshooting, VPN configuration

SECURITY & ENDPOINT PROTECTION

Includes:

MFA, DLP, Antivirus Solutions, Network Security Tools (Wireshark, Nmap)

HELPDESK & TROUBLESHOOTING

Includes:

ServiceNow Ticketing, Remote Support, Hardware/Software Troubleshooting

EMPLOYMENT HISTORY

MOBILE DEVICE SUPPORT TECHNICIAN

Boost Mobile Wireless

Aug 2024 - Present
Chandler, AZ

- ◆ Troubleshoot mobile device, software, and network issues to improve service reliability.
- ◆ Configured MDM solutions, enforcing security policies and data protection measures.
- ◆ Provided excellent customer support, maintaining a high satisfaction rate.
- ◆ Guide customers through device troubleshooting while delivering exceptional service and maintaining high first-contact resolution rates
- ◆ Streamline repair processes and reduce device turnaround time while maintaining quality standards and customer satisfaction
- ◆ Managed customer support cases using an internal ticketing system to ensure efficient issue resolution.

IT TECHNICIAN

Cox Communication Wireless

Feb 2024 - Jul 2024

Mesa, AZ

- ♦ Provided desktop and server support, troubleshooting network and hardware issues for internal customers.
- ♦ Assisted in system deployments, ensuring hardware and software configurations met company standards.
- ♦ Managed Active Directory user administration, password resets, and access provisioning.
- ♦ Delivered end-user training on system usage, enhancing overall IT efficiency and security compliance.
- ♦ Implemented network security protocols and resolved complex IT issues while maintaining system uptime for Cox Communication wireless infrastructure
- ♦ Used **ServiceNow ticketing system** to log, and resolve IT and Network incidents and issues efficiently.

CUSTOMER SUPPORT & SALES SUPPORT

Men's WearHouse

Jul 2022 - Feb 2024

- ♦ Streamlined service processes, increasing customer satisfaction.
- ♦ Deliver exceptional customer service while managing sales inquiries, building strong client relationships, and maintaining detailed records of customer interactions
- ♦ Drive sales performance through personalized product recommendations, efficient problem resolution and proactive follow-up with customers

IT SUPPORT TECHNICIAN (PART TIME)

Wedgewood Pharmacy

Jan 2020 - Jun 2022

Scottsdale, AZ

- ♦ Provided technical support for users, troubleshooting Windows systems, printers, and pharmacy software issues.
- ♦ Configured & maintained network devices (switches, firewalls) to ensure secure pharmacy operations.
- ♦ Assisted in Active Directory administration, managing user accounts, password policies, and Group Policy configurations.
- ♦ Developed step-by-step troubleshooting guides, improving IT issue resolution speed by 30%.
- ♦ Implemented security monitoring using Wireshark & basic log analysis, detecting network anomalies to prevent potential breaches.

PROJECTS

DATA BREACH MITIGATION

At TechSecure Inc.

- ♦ Scanned networks with Nmap and analyzed traffic with Wireshark to identify vulnerabilities.
- ♦ Applied firewall rules and two-factor authentication (2FA), reducing unauthorized access.
- ♦ Implemented a Data Loss Prevention (DLP) system and least-privilege policies via Active Directory.
- ♦ Designed an incident response plan and trained employees on cybersecurity resilience.

PASSWORD COMPLEXITY AND MFA IMPLEMENTATION

- ♦ Enhanced password policies with 14-character requirements and multi-factor authentication (MFA).
- ♦ Deployed MFA across high-risk accounts, completing the rollout ahead of schedule.
- ♦ Delivered user training, achieving a high compliance rate.

NETWORK SECURITY & PENETRATION TESTING (TRYHACKME & HOME LAB)

- ♦ I completed 24 labs on TryHackMe using tools like Burp Suite, Wireshark, and Metasploit.
- ♦ Scanned & hardened network vulnerabilities using Nmap & Wireshark.
- ♦ Applied firewall rules and least-privilege access policies for increased security.
- ♦ Conducted basic penetration testing and log analysis for security event monitoring.

EDUCATION

ARIZONA STATE UNIVERSITY

BACHELOR OF COMPUTER SCIENCE (IN PROGRESS)

Sep 2019 - Jun 2027

Tempe, AZ

MOUNTAIN POINTE HIGH SCHOOL

HIGH SCHOOL DIPLOMA

Aug 2016 - Jun 2019

Phoenix, AZ