

Fahad Mohammed Gibrine

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EDUCATION

MSc Information Technology with Cybersecurity (Completed September 2023)

Robert Gordon University, Aberdeen

CERTIFICATIONS

- **AWS Certified Solutions Architect – Associate** (*In Progress*)

- CompTIA Security Analytics Professional

https://www.credly.com/badges/2eb43556-6010-4728-be54-0a546703c4fb/public_url

- CompTIA CySA+ ce Certification

https://www.credly.com/badges/1dbd345d-49ef-4545-8315-67f79fa9d408/public_url

- CompTIA Security+ Certified

<https://www.credly.com/earner/earned/badge/a89ca6d2-0c60-4378-8e05-8cb6407f39e1>

- Cisco Certified Network Associate (CCNA)

<https://www.credly.com/earner/earned/badge/a2d6e3fe-f2bd-4118-b482-5a0c7d0b9250>

TECHNICAL SKILLS

OS: Linux, Windows Server, Kali Linux

Networking: TCP/IP, VLANs, STP, Firewall Configurations

Languages: Python, Python Scripting, Java, JavaScript, Bash, C++

Security Tools: Wireshark, Burp Suite, Nmap, Metasploit, Burp Suite, OWASP ZAP

Prompt Engineering for AI Models and Machine Learning Basics using Scikit-learn.

PROFESSIONAL EXPERIENCE

Technical Support Specialist

JustAnswer.es Remotely, United States (April, 2023 till date)

- Delivered 1st and 2nd line support to clients through chat, phone, email, and video communication.
- Utilized the JustAnswer platform to provide secure remote assistance for troubleshooting, maintenance, and support.
- Assessed customer needs, recommending effective solutions tailored to their requirements.
- Guided customers on the optimal use of various devices.
- Adapted quickly to new technologies and products, ensuring up-to-date support.
- Provided technical assistance across a wide range of electronic devices, including TVs, Android devices, home cinema systems, laptops, desktops, and smartphones.
- Managed and resolved support tickets efficiently, maintaining high levels of customer satisfaction.

Information Technology Manager

Siratek Technologies | Jan 2018 – July 2022 | Kumasi, Ghana

- Upgraded network infrastructure and security policies improving stability for 500+ users
- Performed penetration tests identifying system vulnerabilities to address
- Implemented MFA and access controls reducing risk of unauthorized access by 64%

Systems Administrator

Siratek Technologies | Sep 2016 – Dec 2017 | Kumasi, Ghana

- Championed cloud migration reducing hosting costs by 41%
- Coordinated vital systems upgrade minimizing user impact
- Provided hands-on end user support resolving 78% of tickets directly

Computer Hardware & Networking Technician

Kiyoo Networks Ghana | Jan 2014 – July 2016 | Accra, Ghana

- Maintained 99% uptime record through proactive upgrades
- Trained 12+ new hires on diagnostic processes
- Fixed 280+ computers and devices annually

