# Mo Shafaamry

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* Mo Shafaamry
* Residency: Las Vegas, NV

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**Summery**

I am an aspiring cybersecurity and computer science engineer with a strong foundation in both fields. Skilled in identifying vulnerabilities, implementing security measures, and optimizing technological systems. Proven analytical abilities, attention to detail, and a collaborative approach. I am eager to apply expertise in a dynamic environment and contribute to innovative businesses and technology solutions.

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**Education**

* **Bachelor's degree in computer science**
  + Aug 2024 – June 2027
  + UNLV - Las Vegas, NV
* **Bootcamp in Cybersecurity**
  + Dec 2023 – Aug 2024
  + UNLV – Las Vegas, NV
* **Certificate in Network Administration**
  + Apr 2024 – May 2024
  + Cisco Network Academy
* **Certificate in Technical Support Fundamentals**
  + Sep 2023 – Oct 2023
  + Google

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**Experience**

* **Insurance Agent**: In this role, I assisted customers by identifying their needs and providing tailored coverage options. Alongside, I was fortunate enough to work with **ticketing platforms**, **softwares like Salesforce and Microsoft apps**. To accomplish this, I had to implement new technology and techniques to further improve our systems and network such as implementing a **SIEM** and monitoring our computers throughout my job for not only better security, but also better performance on the network.
  + Zendesk
  + Salesforce
  + Microsoft Apps
  + SIEM
  + Network Security
* **Operations Manager**: Led cross-functional teams to implement process improvements, enhancing overall productivity and achieving key performance targets consistently. This resulted in high customer satisfaction and sustainability. In this position, I oversaw all errors and issues and implemented changes & fixes for them utilizing various tools like **VMWare**, **Splunk** and **Active Directory**.
  + VMWare
  + Splunk
  + Active Directory
  + Technical Management
* **Marketing Specialist**: Successfully leveraged digital and traditional channels to enhance brand visibility and drive policy sales, contributing to the company's growth and market presence. Assisted numerous customers by targeting certain areas in improving the overall performance of the company and adjusting customer retention by increasing it. I got to work hands on SEO engines and learn about how to utilize browsers such as Google for the company’s benefit.
  + SEO
  + Browsers
  + Policy Implementation
  + Data Management

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**Projects**

* Setup and maintain multiple Virtual Machines with both Linux, MacOS and Windows operating systems. for penetration testing, phishing prevention and other network and software tests.
* Configured a SIEM for network and device monitoring using Wazuh and VMBox for data storage and alerts.
* Setup certain network configurations on home and work networks for maximized security and implemented improved Firewalls for safer and better network traffic.
* Implemented Active Directory at multiple job sites and worked in a dedicated team to track software across multiple networks, locations and devices.