**Amira Muaket**

**571.489.3344**

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**PROFESSIONAL SUMMARY**

A dynamic and detail-oriented IT security analyst with aptitude for good customer service, leadership, and excellent communication skills. I have over two years of experience applying Confidential guidelines to align and comply with the needs of private and federal agencies. A reliable and honest individual who is highly motivated and thrives on challenges. Able to prioritize and set high standards for self, works well under pressure, a good listener, and a good team player. A self-motivated and capable person who enjoys the challenge of learning new skills. Seeking a more challenging work profile in the Cyber industries that will utilize acquired knowledge, exposure, and expertise.

**APPLIED SKILLS/ EXPERTISE AND TOOLS**

Active Directory Remedy Ticketing Software Mobile Device Management (MDM)

Office 365 Implementation Windows XP/ 7/ 10 Migration Configure/ Deploy/ Troubleshoot Apple iOS/ Android/ Linux/Unix

Remote Desktop VMWare Install &amp; Configuration Audio/ Visual Telecommunication

Lync/ Skype for Business McAfee/ Kaspersky Windows Encryption, Fluent in Arabic

**CERTIFICATIONS**

CompTIA Security+ CE 2023

Help desk certificate 2022

**PROFESSIONAL EXPERIENCE**

**MD Tech Solutions July 2021- September 2021**

**Help Desk Specialist**

Manage user’s account via Active Directory including updating user’s passwords, unlock account and more.

Install and configure software for Windows and MAC computers.

Analyze Security Assessment Reports (SAR) and Security Requirements.

Perform Security Impact Analysis (SIA) to reflect new changes to the system.

Assist in creating Plan of Actions &amp; Milestones (A&amp;M) for system vulnerabilities.

Gather and document security artifacts to validate the implementation of security controls.

To resolve incidents with printers, copiers, and scanners to maintain a first-class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner. Assisted our users with any logged IT related incident when called upon. To take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring. Service to the customer as soon as possible; escalating incidents to other support teams where necessary. Accurately recorded, updated and document requests using the IT service desk system. Install and configure new IT equipment and responsible for being the initial and single point of contact for all user requests and incidents and providing first call resolution or triage for all calls. Responsible for maintaining full ownership of tickets through its lifecycle. Ensure a ticket is created in a timely, complete, and accurate manner for every call or reported event and verify user contact and asset information, categorize ticket accurately and populate ticket with full description of event. Utilize the knowledge base and other support documentation to identify, isolate, diagnose and resolve users’ technical problems.

**Kapson Consulting. May 2020- September 2020**

**IT Support Technician**

Setup and configure software on user’s machines.

Reset passwords on Active Directory.

Reimage Windows machines including system backups.

Investigate cyber security incidents and threats, create tickets, and assign them to appropriate teams. Answer the phone, schedule meetings, set up the meeting rooms to make sure audio and video is working and ready prior to meetings. I made sure the agenda is ready and distributed to everyone attending the meeting. Ordered food for some client meetings based on their dietary needs, typed memos, and created documents. Used word, PowerPoint and excel. Ensured all publications are ready.

**Manassas Park Middle School. September 2023 – Currently Working.**

**Preferred Substitute Teacher**

Follow lesson plans provided by the regular Teacher to create a cohesive and consistent learning experience for students.

Manage the classroom effectively to encourage student participation, minimize distractions and maintain a positive learning environment.

Adapt teaching methods to fit the needs of each individual student.

Supervise students in and out of the classroom, including in the halls, on the playground and in the cafeteria.

Provide in-class and at-home assignments based on the available lesson plan.

For long-term substitutes: develop lesson plans and assignments consistent with the regular teacher’s past lesson plans.

Responsible for the well-being and safety of the students.

**Education**

Associate of Applied Science Degree AA from Richard Bland College of William & Mary;, VA. GPA: 3.5

Attending Old Dominion University, Majoring in Cybersecurity and Minoring in Information Technology

**REFERENCES**

Available Upon Requests