

Amgad Bin Shahbain

(757) 614-3017 Amngee@gmail.com [linkedin.com/in/amgad-najib-791500224](https://www.linkedin.com/in/amgad-najib-791500224/) |
<https://sites.wp.odu.edu/cyamgad/>

EDUCATION

Old Dominion University, Norfolk, VA

A Bachelor of Science (BS) in Cybersecurity

Expected: Dec 2026

GPA: 3.5/4.0

PROFESSIONAL SUMMARY

Cybersecurity B.S. student (ODU, GPA 3.5) with hands-on experience troubleshooting Windows/Linux environments, analyzing network traffic with Wireshark, and producing clear technical documentation. Interested in enterprise IT support and infrastructure fundamentals—helping end users, maintaining reliable systems, and improving day-to-day operations in a real business environment.

TECHNICAL SKILLS

- IT Support & Systems: Windows OS, Linux basics, troubleshooting mindset, documentation, system hardening fundamentals
- Networking: Wireshark, network traffic monitoring/analysis (fundamentals)
- Security Fundamentals: encryption concepts, vulnerability assessment basics, security event analysis.
- Programming: Python
- Productivity: Microsoft Office Suite

CERTIFICATIONS

- Diploma in Cybersecurity – *City University Ajman, Sep 2022*
- CompTIA Security+ – *In Progress*

PROJECT & LAB EXPERIENCE

CYSE Lab Work – Old Dominion University

- Used Wireshark to capture and analyze network traffic to validate connectivity and identify abnormal patterns during lab exercises.
- Practiced system hardening fundamentals and documented configuration changes to reduce common security misconfigurations.
- Participated in **incident response** exercises, focusing on structured troubleshooting, evidence capture, and clear reporting.
- Performed memory analysis/malware detection in forensic labs and summarized findings in technical write-ups.

EXPERIENCE

Company Representative – Gulfood Trade Event | Dubai, UAE | Feb 2022

- Supported customer-facing communication in a fast-paced environment; explained products clearly and handled live questions.
- Assisted with logistics/booth setup and resolved issues quickly to keep operations running smoothly.

Receptionist / Customer Support – Happy Land | Dubai, UAE

- Assisted customers with online order and account issues through the company website.
- Troubleshoot common customer problems including login issues, order errors, and payment/website navigation concerns.
- Communicated technical issues clearly and helped customers resolve problems quickly in a fast-paced environment.
- Worked directly with customers to improve their overall support experience and reduce delays.

Interviewee – Voice of America (VOA) | Nov 2023

- Demonstrated strong communication skills by discussing responsible technology use and academic integrity in a published feature.

RELEVANT COURSEWORK

- Introduction to Cybersecurity (A), Cybersecurity Techniques & Operations (A), Cybersecurity Fundamentals (A-)
- Linux System for Cybersecurity (A), Windows System Management & Security (A), Cyber Law (A), Cybersecurity Ethics (A)
- Writing, Rhetoric & Research (A)