

Mohammad Sulaiman

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Summary

IT professional with experience as a Cybersecurity Consultant and IT Technician, skilled in electronic device diagnostics and repair. I am currently pursuing a Bachelor's in Cybersecurity, with a proven ability to conduct cyber risk assessments and enhance security protocols. Aims to leverage technical expertise and strong communication skills to contribute to IT solutions and cybersecurity initiatives.

Skills

Networking, Technical Support, System Troubleshooting, IT Infrastructure, Cybersecurity, Software Installation, Hardware Maintenance, Help desk support, Remote Support, Network Security, Operating Systems, User Training, Case Management

Education

Old Dominion University

B.S., Cybersecurity

- Achievements: GPA: 3.8, Consecutively on Dean's list

Norfolk, Virginia

Aug 2022 - Dec 2024

Virginia Peninsula Community College

A.S., Information and Systems Technology

- Achievements: Consecutively on Dean's list, Graduated summa cum laude

Hampton, Virginia

Aug 2019 - May 2022

Work Experience

COVA CCI in partnership with Valor Cybersecurity

Cybersecurity Consultant

Norfolk, VA

Aug 2024 - Present

- Plan, present, and coordinate the delivery of small business cyber risk assessments and cyber threat awareness, aligning with Valor Cybersecurity Top 10 checklist and CISA's Cybersecurity Performance Goals, enhancing client security posture
- Identified and spread awareness of the use of insecure data protocols through the utilization of network mapping tools and ethical hacking techniques that resulted in \$10,000 in financial waste to an assigned small business

Tech Solutions USA

Assistant Manager

Newport News, VA

Feb 2023 - Present

- Handled customer inquiries, complaints, and escalations, ensuring positive outcomes by utilizing effective communication and problem-solving skills
- Received, packed, and shipped customer devices efficiently, ensuring timely delivery and customer satisfaction
- Developed written procedures and technical videos for common device repair activities, enhancing team efficiency and reducing repair time
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- Maintained proper inventory using inventory management software, ensuring accurate stock levels and reducing shortages
- Delivered exceptional technical support and exceeded performance targets by utilizing operating systems and remote support skills, leading to increased customer satisfaction

Tech Solutions USA

Device Technician

Newport News, VA

Jul 2019 - Feb 2023

- Repaired up to 15 cell phones, 8 tablets, 2 computers, and other devices as needed, ensuring optimal functionality and customer satisfaction
- Received, packed, and shipped devices for customers, maintaining efficient logistics and timely delivery
- Participated in formal training of store associates by tearing down devices, taking photos, and assisting with video training production, enhancing team knowledge and skills
- Provided live camera-based remote support using Skype for in-store device repairs, improving repair accuracy and customer service
- Followed all safety rules and regulations and wore proper Personal Protective Equipment (PPE), ensuring a safe working environment

COMMONWEALTH CATHOLIC CHARITIES

Resettlement Case Manager

Newport News, VA

Jun 2017 - Jun 2019

- Provided reception services to newly arrived refugees, ensuring a welcoming and supportive environment
- Developed a resettlement plan for all new arrivals, facilitating a smooth transition into the community
- Coordinated housing, furnishings, and logistics to ensure comfort and suitability for all household members.
- Assisted clients in developing individualized service plans with reasonable, worthwhile, and attainable goals.
- Acted as a liaison between clients and local agencies (e.g., SSA, DSS, Medical Assistance) for support.
- Ensured timely application for public assistance benefits, facilitating clients' smooth transitions.
- Managed household budgets and purchases, helping refugees settle comfortably and manage finances.
- Offered supportive counseling and crisis intervention, enhancing emotional well-being during resettlement
- Facilitated New Arrival Orientation, educating clients about their new environment and available resources.
- Interviewed new arrivals and conducted needs risk, living, and skills assessments, enabling tailored support plans for successful integration

USTT

Office Manager

United States

Jan 2016 - Jan 2017

Walmart

Sales Associate

United States

Jan 2016 - Jan 2017

US Army

Translator/ Interpreter

Kabul, Afghanistan

Jan 2012 - Jan 2015

United Nations Office for Drug and Crime

Administrative Assistant

Kabul, Afghanistan

Jan 2010 - Jan 2011

French Forces

Translator/Interpreter

Afghanistan

Jan 2009 - Jan 2010

International Medical Corp

IT Technician

Kabul, Afghanistan

Jan 2008 - Jan 2009

Grand Technology Resources

IT Technician

Kabul, Afghanistan

Jan 2006 - Jan 2008