**IT COMPLIANCE | CYBERSECURITY | RISK MANAGEMENT**

Detail-oriented and innovative IT professional with 4 years’ experience improving cyber security and information assurance for federal and state agencies. Leverages experience in Risk Management Framework (RMF) and Federal Risk & Authorization Management Process (FedRAMP) to support authorization to operate ATO activities. Highly motivated, analytical, open to new challenges and strive for unconditional excellence in the workplace. Management professional effective at building highly motivated teams, as well as leading cross-functional teams in a fast-paced environment.

**SKILLS:**

**Technical:** Jira | NIST | FISMA | FEDRAMP | FIPS | HIPAA | PCI | Xacta | eMASS | CSAM | Nessus Tenable | Azure | AWS (Amazon Web Services) | Splunk

**Industry/Functional:** Security Information & Event Management (SIEM) | Vulnerability Scanning | Cloud Deployment | Risk Management Framework | Assessment & Authorization | POA&M Management | Security Control Assessment | Network Security | Information Security | Network Administration

**Professional:** Communication | Problem Solving | Customer Engagement | Adherence to Deadlines | Interpersonal Engagement | Management | Training | Team Leadership | Conflict Resolution | Global/Intercultural Fluency

**Language:** Bilingual in English & Arabic

**CERTIFICATIONS:**

**CompTIA Network+ ce Certification,** CompTIA February 2022

**CompTIA Security+ ce Certification,** CompTIA November 2021

**Certified Information Systems Security Professional (CISSP),** Graceland Consulting LLC October 2021

**RELEVANT EXPERIENCE:**

**Cybersecurity Analyst** (Contract) January 2018 – Present

Havilah Group, LLC, Baltimore, MD

* Support information security accreditation activities in compliance with all federal government policy and procedures.
* Maintain operational security posture for programs and information system
* Prepare and review relevant documentation to include FIPS 199 Categorization, System Security Plans (SSPs), Information security Contingency Plan (ISCP), Configuration Management Plan (CMP), Incident Response Plan, (IRP), Audit Plan, Standard Operating Procedures (SOPs), Risk Assessment Reports, Remediation Plans, Plan of Actions and Milestone (POAM).
* Help guide System Owners and ISSOs through Assessment and Accreditation (A&A) Process, ensuring that operational, management and technical control securing sensitive Security Systems are in place and being followed according to the Federal Guideline (NIST SP 800-53).
* Perform vulnerability/risk assessment analysis to support continuous monitoring and security control testing.
* Perform security control testing activities based on NIST 800-53A.
* Develop Security Assessment Plans (SAP) and Security Assessment Reports (SAR).
* Conduct security control interviews, documentation review, testing security controls and artifact collection.
* Developed deep understanding of NIST Special Publications; specifically, 800-30 rev 1, 800-37 rev 2, 800-39, 800-137, 800-34, 800-60 rev 1, volume 1&2, 800-18 rev. 1, and 800-128.
* Perform risk analyses to demonstrate effective risk management and develop security assessment reports.
* Manage project schedules successfully, developing required deliverables using established client templates, meeting with client leadership, and conducting stakeholder interviews.

**Help Desk/Tech Support** March 2015 – May 2017

AZ Tech International LLC, Dubai, UAE

* Performed analysis and troubleshooting of complex network, hardware, and software issues while thoroughly documenting them using the ServiceNow ticketing system.
* Assisted clients with services such as networking, fulfilling IT requests, secure device configurations, and collaborating with service providers in real time, remotely.
* Maintained and uploaded supporting docs for clients on SharePoint & System's Artifact Libraries, Google Docs.
* Worked with JIRA filters, reporting, dashboards, workflows, fields, and JIRA administration.
* Provided end-user support with outstanding customer service in every customer interaction.
* Assigned issues to appropriate support group for thorough support and prompt resolution.
* Researched and resolved technical issues, maintained technical aptitude, and supported corporate initiatives and team department goals according to direction of management.
* Worked closely with clients and staff to ensure smooth, uninterrupted operation of network client workstations, servers, and performed other assigned duties.

**Consultation Agent** May 2012 – March 2015

AZ Technology Co. Ltd., Khartoum, Sudan

* Managed the squad check-in and check-out experience for customers and helped find solutions.
* Coached and worked with the sales team, explaining services and technology to help achieve business goals and customer needs.
* Developed partnership with sales team to ensure no customer is left unserved.

**ADDITIONAL EXPERIENCE:**

**Office Manager**             September 2017 – January 2018

Metropolitan Dental Specialty Group, Silver Spring, MD

* Performed monitoring and responding to the office emails and reviews.
* Oversaw the processing of insurance claims.
* Created, established, and managed internal office protocols and procedures to ensure office efficiency.
* Hired and trained new office staff to respond to patients’ needs and manage billing systems.
* Greeted and served all patients, provided customer service, helped with front desk tasks, etc.
* Maintained the dental clinic’s budget, general ledger, and accounting systems.
* Engaged in planning, organizing, and preparing meetings and events.

**Conduct & Discipline Officer** February 2010 – January 2015

United Nations – African Union Hybrid Operation in Darfur (UNAMID), Khartoum, Sudan

* Managed issues relating to the administration of justice, staff performances’ evaluations, appeals and disciplinary matters relating to disputes within the UNAMID Human Resources Policy.
* Mediated with individuals and organizations involved in a complaint, whenever appropriate.
* Implemented and monitored the reporting mechanisms and implementation of measurements to ensure detection of any misconduct and enforcement of UN’s standards of conduct.
* Provided advice on the management of all staff to ensure that it’s carried out within UNAMID policies’ procedures as well the concerned Labor Law with Head of Office.
* Developed and monitored Human Resources strategies into country’s program and UNAMID overall Mission and operational strategy.
* Established and maintained standard administrative and Human Resources management system.
* Coordinated and supported all aspects of the recruitment and selection process of national and international staff.
* Engaged in various duties including job description development, recruitment planning, advertising, and sort‐listing, selection interviews and tests, job offers, salary calculation and generating contracts.

**PROFESSIONAL AFFILIATIONS:**

Center for Development of Security Excellence (CDSE)

Information Systems Security Association (ISSA)

SANS Information Security Training and Research

Information Systems Audit and Control Association (ISACA)

Women in Cybersecurity

LinkedIn Cybersecurity Group

**EDUCATION:**

**Post-Graduate Diploma in Secretary Management**

Sudan University of Science & Technology, Khartoum, Sudan Nov 2007

**Master of Science in Administrative Sciences (MBA)**

Sudan Academy for Administrative Sciences, Khartoum, Sudan Dec 2006

**Bachelor of Science in Business Administration**

Ahfad University for Women, Khartoum, Sudan April 2001