Jamal Shaheed

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PROFESSIONAL SUMMARY

- ❖ Cyber Security graduate with an eagerness to apply my skills and knowledge to real world problems and systems

- ❖ Advanced written and verbal communication skills developed over 5 years of customer service experience in various positions.

- ❖ Adaptable to new environments and tasks with a keen ability for problem solving individually and in teams

CAREER OBJECTIVE

I am a Cyber Security graduate who enjoys the art of tinkering with software until it breaks. I can be found attacking my own servers with the latest exploit in my Homelab or figuring out why Windows 10 is throwing that vague error message.

I have always been interested in the security and networking side of things . I've always been interested in the security and networking side of things, from the different kinds of encryption standards to how botnets pummel web servers.

KEY SOFT SKILLS

- ❖ **Calm under-pressure:** As the Dan Murphy's store I work in is considered larger than average, during peak sales periods it can get very busy. This requires the ability to not only remain calm under pressure but to perform multiple tasks at once or prioritise tasks based on time sensitivity and importance all while maintaining a high level of professionalism.

- ❖ **Developed communication skills:** Working in customer service has enabled me to develop excellent communication skills both verbal and written. I have a lot of experience communicating with people with varying personalities and successfully communicate with colleagues as part of a team to ensure clients receive the best possible service.

- ❖ **Adaptable:** I believe change is an exciting opportunity to learn more about my field and myself. I have been exposed to many different systems, from older command-line based systems to the latest and greatest consumer and enterprise products. I am quickly able to adapt to these changes, allowing the situation to be approached in the best way possible.

- ❖ **Understanding of other cultures:** My background is quite diverse (both parents being immigrants, one from South Asia and the other continental Europe) this has allowed me to experience a range of cultures while growing up. During my schooling and my tertiary studies, I have worked with many people of varying cultures and origins. This has allowed me to effectively work with people of different backgrounds while respecting customs and sensitivities, leading to more effective collaboration and better overall team dynamic.

KEY TECHNICAL SKILLS

- ❖ **IT Support:** Installation and ongoing support for a variety of hardware and software. I can effectively explain issues and offer suitable solutions to a range of people with varying technical knowledge, either in person, written or over the phone.

- ❖ **Network Structure and Security**: I have an intermediate understanding of small to medium sized networks. I am very familiar with the function and implementation of concepts like DNS, DHCP, routing and firewalls. Along with this, I am familiar with more advanced concepts like VLANs, LAGs, subnetting and network monitoring.

- ❖ **Backend Development:** I have experience in installing and configuring both hardware and software designed to host frontend software. I have done this using virtualisation, bare metal hardware and a range of third-party providers.

WORK HISTORY

2020 - Present | **Graduate Digital Analyst**, Woodside Energy
- Three year graduate program, designed to develop both technical and soft skills by working on a range of project
- Rotating through different areas such as: analysis and design, application development, infrastructure provisioning (including cloud), cyber security, business intelligence and data visualisation, and enterprise content management
- Current rotation is in the Cyber Security Operations Team. I work with a range of industry standard tools (from various vendors), SEIM and infrastructure.

2016 - 2020 | **IT Support**, Freelance
- Explaining technical concepts (such as effective information security or data backup) to individuals with varying levels of technical knowledge
- Installing and providing support for a range of equipment, based on the needs of the client

2014 - 2020 | **Customer Assistant**, Dan Murphy's
- Working alone or in small teams to replenish stock and process back-end supply orders
- Communicating with people with a range of personalities and backgrounds to assist with inquiries and resolve any conflicts.
- Process courier orders while maintaining comprehensive documentation of handovers and stock movement
- Managed customer queues during peak trading and promotional events
- Maintained high standards of store housekeeping and a high level of security vigilance

EDUCATION

2016 - 2020 | Bachelor of Science (Cyber Security)
Curtin University
- Recognition of Academic Achievement - Semester 2 2018 (Earned SWA of 80 or higher)