**Cybersecurity Analyst**

**Threat Detection & Prevention | Technical Support | Data privacy & Protection**

Detail-oriented, proactive, and dependable technical support specialist experienced in system administration, network security and regulatory compliance. Committed to track vulnerabilities and remediation activities, ensuring timely resolution across teams. Very articulate in communicating cybersecurity concepts to stakeholders, colleagues, management, and clients, is seeking **Cybersecurity Analyst** position to develop and enforce cybersecurity policies, standards and procedures.

**SKILLS AND QUALIFICATIONS**

* Excellent knowledge of security solutions such as firewalls, intrusion detection systems, intrusion prevention system, antivirus software, encryption, and authentication protocols.
* Competent in collaborating with the Security Operations Center (SOC) to monitor network, endpoint, and cloud activity for potential security threats, anomalies, and policy violations.
* Exceptional ability to investigate security incidents, coordinate response actions, and document findings.
* Capable of leading or supporting security awareness programs such as phishing campaigns and simulations.
* Superb expertise in identifying, assessing, and remediating vulnerabilities to strengthen organizational security posture.
* Knowledgeable about security practices and risks associated with third-party vendors and partners.
* Proficient in vulnerability management, including identification, prioritization, and remediation tracking.
* Ability to conduct threat intelligence research to identify and anticipate emerging risks.

**EXPERIENCE**

**Freelance IT Support Feb 2024 – Present**

Family and Friends | Calgary, AB

* Act as the first point of contact for technical issues, helping family and friends resolve hardware, software, and network problems improving system functionality and user satisfaction.
* Replace hardware components (laptop screens, batteries) after self-led research, strengthening technical agility and attention to detail while ensuring device reliability.
* Educate users in applying security best practices, such as identifying phishing emails, setting strong passwords, and applying software updates to enhance personal cybersecurity awareness and reduce risk exposure.

**Assistant Operations Clerk Aug 2024 – Feb 2025**

Harmony Logistics | Rockyview, AB

* Maintained and updated inventory records, both physically and in the company’s ERP system, reducing errors by 15%
* Collaborated across teams to optimize processes, resulting in an 18% improvement in overall operations
* Performed regular audits and reconciliations to maintain data integrity across multiple platforms

**Customer Service Representative Aug 2019 – Jan 2023**

Workman ICT | Nigeria

* Resolved customer issues and inquiries, achieving a 95% customer satisfaction rate and reducing average response time by 15%.
* Completed 95% of assigned tickets within SLA, resolving an average of 100 cases per week with consistent positive feedback.

**EDUCATION**

**Cybersecurity Diploma** | ABM College | Calgary, AB **2025**

**Bachelor of Arts** | Adekunle Ajasin University | Akungba-Akoko, Ondo, Nigeria **2015**

**CERTIFICATIONS**

**CompTIA A+** |ABM College | Calgary, AB **2025**

**CompTIA Security+** |ABM College | Calgary, AB **2025**