**SAFKATH FARUK**

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# Professional Summary

Passionate Cyber Security Graduate looking to break into the DOD industry through gaining professional experience, pursuing certifications, creation of personal projects, blogging personal journey, and getting sponsored for security clearances

# Education

**Bachelor of Science**: Security & Risk Analysis **May 2018**

**Penn State University (Main Campus)** – State College, PA

**Active TS / SCI Clearance**

# Skills

* HTML - CSS -JIRA -Agile Methodology
* Zendesk - Basic Knowledge of SQL -Basic IT knowledge -Software Development Life Cycle
* Microsoft Office - Windows Migration -Ticketing Systems -Basic Knowledge of Content Management System

# Work Experience

## US Army Aug 2020 - Current

## Specialist / US Reserve Soldier

* Incoming Intelligence Analyst / 35F MOS – US Reserve Soldier

## NORTHWELL HEALTH

## IT Technician / Helpdesk Mar 2020 - Current

* Provide initial support for customer inquiries received via telephone and/or internet
* Assess nature of NSLIJ’s problem and may resolve simple and basic support issues.
* Performed various administrative support activities and engaged in a high impact outage communication process
* Make us of NSLIJ’s Help Desk ticketing system to address various NSLIJ requests made by numerous clients and users

## ALTICE Inc.

## Windows Migration Technician Dec 2019 - Jan 2020

* Helped migrate dozens of desktops and laptops to Windows 10 through a plethora of different methods
* Took part in taking care of a large amount of administrative tasks and repairing a small amount of computers and laptops that had technical issues

## UNDERWRITERS LABORATORY.

## Windows Migration Technician Sep 2019 - Nov 2019

* Helped migrate and upgrade dozens of laptops and desktops to Windows 10 through a variety of different methods
* Aided in migrating data with Windows 7/10 and followed a deployment plan in order to report back different metrics

## HENRY SCHEIN INC.

## IT Consultant July 2019 - Aug 2019

* Assisted in the migration of Windows 7 to 10 for end users at Henry Schein’s corporate office
* Troubleshoot hardware issues with monitors, software, mouse, etc.
* Utilized a script created by the desktop support team to learn step by step how to upgrade the devices to Windows 10.

## CANON Inc.

## Web Maintenance Consultant / CMS Analyst, New York May 2019 – June 2019

* Worked alongside developers and editors using a content management system through IBM to move over 900 pieces of content onto Canon’s Dealer Extranet to ensure it meets the needs of the organization
* Optimized content according to SEO
* Developed content strategy aligned with short-term and long-term marketing targets
* Created and identified missing content, helping avoid future problems

## Jumpcut Inc.

**IT Intern - Los Angeles. LA January 2018 – May 2018**

* Handled backend analytics data intergrity on Amazon Web Services to ensure customer information and sales data remains intact
* Responded to 200 customer support tickets a day ranging from prospect inquiries to customer refunds on Zendesk platform.
* Learned and utilized SQL to create analytics dashboards

# Accomplishments & Activities

## Dean’s List: Sophomore Year – Senior Year, Letter of Recognition from NSA for Cyber Security Education

## DECA Suffolk Count Marketing & Communications Regional Winner (2014)

## Organizations: IST Consulting Club, DECA, South Asian Student Association, WIRED IN, IST Diversity Club, Engineering Leadership Society