**[Center Service Security Specialist](https://www.postjobfree.com/resume/adulww/center-service-security-falls-church-va)**

**Location:**Falls Church, VA

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**Resume:**

SHAHBAZ NASIR

Annandale, Virgina

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LinkedIn: https://www.linkedin.com/in/shahbaz-khan-6362844a/ Summary

I am focused to obtain a professional position in an organization with my skills of Operation Management, Customer Services and Administration. Where experience with different types of services requiring skills would be fully utilized to achieve potential employer’s goals of profit and Growth. Analytical, diligent Cyber Security Specialist with a passion for aligning security architecture with security standards and operational goals. Professional approach to streamlining client services and pinpointing global system security solutions. Adept at adjusting work pace to meet evolving client needs and deadlines. Prepared to excel at solving complex problems. Certifications

Cyber Security Specialist

George Washington University, Washington DC

Microsoft Certified System Engineer

NICON, Islamabad, Pakistan

Technical Skills

Governance, Risk, and Compliance

Terminal and Bash: Local Machine/Vagrant

Linux Systems Administration and Hardening

Linux Archiving and Logging Data

Bash Scripting and Programming

Windows Administration and Hardening: Azure

Networking Fundamentals

Networking Fundamentals II

Cryptography

Network Security

Cloud Security

Soft Skills

Customer Service

Call Center Service Operations

Complaint Handling/Dispute Resolution

Sales Lead Generation

Record Management & Data Entry

Projects

Project Name — Automated ELK Stack Development

https://github.com/shahbazkhan85/Project-1.git

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In the first project, I had to configure an ELK stack server in order to set up a cloud monitoring system. This project resulted in tangible deliverables that demonstrate knowledge of cloud, network security, logging and monitoring.

Project Name -Red Vs. Blue Team Project

https://docs.google.com/presentation/d/1Yz5CFOHeIZsIp-r\_u66WOwCB1 0L3M1bZpklA2jOiILQ/edit?usp=sharing

In this second project, I worked on a Red Team vs. Blue Team scenario in which I played the role of both pentester and SOC analyst. As the Red Team, attack a vulnerable VM within the environment, ultimately gaining root access to the machine. As a Blue Team, I used Kibana to review logs taken during their Day 1 engagement. I had used the logs to extract hard data and visualizations for the report. Project Name -SOC Analysts

https://drive.google.com/drive/folders/1ejM5oFTEWIfg23mDa0KZzI-SnV wlI-OX?usp=sharing In this project, worked as a security engineer supporting an organization's SOC infrastructure. discrepancies with alerting in the Kibana system and to investigate and confirm that newly created alerts are working. If the alerts are working then monitor live traffic on the wireshark to detect any abnormalities that aren't reflected in the alerting system. Then report back findings with appropriate analysis.

Relevant Experience

Tech Manager 2016 current

SACS LL Alexandria, Virginia

● Provide technical assistance to engineers and technicians.Hardware & Software installation for security surveillance. Assist technicians in handling routine customer issues. Answer and respond to customer calls and messages. Redirect customer calls to corresponding engineers and technicians. Assist and support technicians in repairing electronic products and items. Perform tests and repairs on electronic items, equipment and machinery. Provide technical services to customers on time. Collect payments from customers for technical services provided. Keep abreast of the technical developments to provide excellent service to customers. Adhere to corporate service standards in technical assistant functions.

Additional Experience

Project Coordinator 2015 2016

Fujairah Aviation United Arab Emirates

As a Project Coordinator I was responsible for logistic support to the student pilots, directing, and controlling project activities, under the direction of a Project Manager (PM). SCOPE OF RESPONSIBILITIES: 1) Attend client meetings and assist with determination of project requirements 2) Implementation of project organization and communication charts 3) Attend meetings, take and distribute the minutes to all project team members 4) Track the progress and training hours delivered to the students. 5) Ensure clients’ needs are met in a timely and cost effective manner 6) Review field inspection reports from Consultants throughout the lifecycle of the project 7) Track & manage contemplated change notices and change orders in the database 8) Keep the Project Manager (PM) and others informed about project status and issues that may impact client relations.

Training Coordination 2008 2015

Baker Hughes Oil Field Supply United Arab Emirates

● Manage and increase the effectiveness and efficiency of Support Services, through improvements each function as well as coordination and communication between support and business functions.

● Project management and Coordination with Various Vendors and internal Departments, Admin, Network Team, Branches, IT and finance) to continuation of process and ensure that all due dates are met.

Key Responsibilities

● Approach all hotels in Dubai to acquire corporate rates, compare them, then decide which hotels to contract

● Approach all transportation management (private buses fleet) companies in Dubai to acquire corporate rates, compare them, and then decide which companies to contract.

● Receive transportation and accommodation requests from Customers (Global Training Delivery Managers)

● Prioritize and assign rooms of Baker Hughes-owned Hotel Apartments using WinHms (Windows Hotel Management Software)

● Consolidate accommodation requests from all departments of Baker Hughes on a weekly basis then communicate these requests to hotels

● Consolidate transportation requests from all departments of Baker Hughes on a weekly basis then communicate these requests to transportation management companies

● Report to Facilities Management Team all Maintenance work required at the Company-owned Hotel Apartments and follow up, if needed

● Receive feedback from customer regarding accommodation and/or transportation

● Handling customers with complaints and fulfill their needs

● Address the feedback by communicating it with the respective party to take proper action and follow up, if needed

● Manage the process of accommodation and transportation rebilling

● Generate a monthly Transportation Summary Report

● Generate a monthly Accommodation Summary Report

● Generate another monthly Accommodation Utilization (Analysis) Report and present to top management Education

Boot Camp Certificate: George Washington University, Washington, DC An intensive 24-week long Boot Camp dedicated to Cyber Security. Skills learned consist of Wireshark, Kali Linux, Metasploit, Burp Suite and training towards Security+, Network+, and CISSP. Program Summary optional.

Bachelor of Computer Science,

Allama Iqbal University

Islamabad, Pakistan

Professional Development

Certified in following course and programs:

● Business & Management Tacking Charge

● Exception Presentation

● Zodiack Game of Business

● Crucial Conversation

● Compliance for the UAE

● Operational Risk Management

● Information Security

● Anti-Money Laundering

● Relationship Selling

● Excellence in Customer Services (Progress Management Consultants)

● Essential & Advanced Agent Skill (Level 1 & 2) (Insights Middle east)

● Customer Relationship Management & Call Center Services

● First Aid Responder