Omar Moustafa

First Line IT Support | Second Line IT Support | Network Support | Junior Cyber Security

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Professional Summary

First-Class Cybersecurity & Networking graduate with a dual background in technical infrastructure and operational management. I specialise in bridging the gap between complex system security and seamless user experiences. Having overcome significant challenges to achieve academic excellence, I bring a unique level of resilience and a proactive approach to IT support, ethical hacking, and risk mitigation. I possess a deep understanding of security frameworks (ISO, GDPR, DPA) and a proven ability to translate technical vulnerabilities into actionable business strategies. My technical expertise is reinforced by a strong leadership background in customer service, where I have successfully optimised service delivery and maximised client satisfaction. I am committed to driving operational efficiency by anticipating security risks while enhancing the end-user experience through reliable, secure, and customer-centric IT practices. Currently pursuing advanced certifications to deliver scalable technology solutions in a dynamic, security-focused environment.

Work Experience

Assistant Manager, Tocketts Mill Country Park 02/2025 - Present

Driving company growth through proactive business operations and results-oriented planning. Cultivating a work environment focused on personal responsibility and continuous improvement. Resolving escalated customer complaints and ensuring high-quality service delivery.

Food and Beverage Assistant, DoubleTree by Hilton 06/2023 - 02/2025

Developed a reporting portal to compute and display service targets by analyzing sales and gratuities. Supporting real-time tracking to maintain a 60% benchmark for service excellence. Collaborating with team members to ensure seamless service in a high-pressure environment.

Personal Online Business, Self-Employed 02/2022 - 06/2023

Applied digital marketing and SEO strategies to launch and manage two online ventures. Integrated IT solutions to enhance user experience and streamline business operations.

Bar and Restaurant Manager, Uno Momento 05/2021 - 02/2022

Guided staff on company policies, safety processes, and communication skills. Maintained databases in compliance with GDPR regulations. Performed hardware maintenance including PC installation and card machine troubleshooting.

Tech Assistant (Volunteer), Charity – Middlesbrough 04/2019 - 04/2019

Provided digital literacy guidance to elderly individuals, including email setup and phone troubleshooting.

Education

BSc (Hons) Cyber Security and Networking | First Class (1st), Teesside University 2023

Core Modules: Ethical Hacking, Specialist Networks, Information Security Management, CIS Cyber, Networking Infrastructure.

BTEC Level 3 Computer Science, Middlesbrough College 2018 - 2019

Focused on software and hardware applications and foundational IT support.

Technical Skills

Support Technical support, IT support and network solutions, outstanding customer service and technical communication skills.

Systems Active Directory and server management, cloud technologies including Azure fundamentals.

Development Information governance and technical skills development.

University labs Windows Server, DNS, DHCP, VLANs, OSPF and Ubuntu Linux.

Projects

Advanced Cybersecurity System, Teesside University final-year project

Developed a comprehensive defense system integrating Steganography, Key Loggers, and Intrusion Detection. Utilized Cowrie Honeypot, Suricata IDS, and Splunk to monitor and analyze traffic. Created controlled simulations to analyze and understand various cyber-attack strategies.

Certifications in Progress

CompTIA A+ (220-1101 and 220-1102), CompTIA Network+, CompTIA Security+, Cisco CCNA, and Microsoft Windows 10 (MD-100 and MD-101).

Hobbies and Interests

Strategic thinking Passionate about playing chess.

Physical fitness Regular gym attendance and boxing.

Technology Keeping up to date with AI innovations and coding practices.