JEREMIAH EMMANUEL OJO

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PROFESSIONAL SUMMARY

Results-driven IT professional transitioning into cybersecurity with 4+ years of hands-on experience supporting critical business infrastructure, troubleshooting complex technical issues, and implementing security protocols. Resolved 90% of help desk tickets while maintaining zero-downtime operations for logistics and business systems. Currently pursuing ISC2 Certified in Cybersecurity (CC) credential and building practical security expertise through industry recognized certifications in ethical hacking, network defense, and threat simulation. Proven ability to bridge technical operations with security first thinking, automate workflows, and rapidly acquire new technologies. Seeking entry cybersecurity analyst or security operations roles where IT support foundation accelerates threat detection, incident response, and defense-in-depth strategies.

CERTIFICATIONS

ISC2 Candidate — ISC2 Kansas City Chapter
Issued: March 2025 | Expires: March 2026
Credential ID: 139e3609-9fba-4132-8b77-40ea064caa44
Pursuing Certified in Cybersecurity (CC) credential

Mastercard Cybersecurity Job Simulation — Forage
Issued: December 2025
Credential ID: wJiYg6YBCkY4YaaNP

Ethical Hacking Essentials — EC-Council
Issued: October 2025
Credential ID: hpc7ufzthe

Network Defense Essentials — EC-Council
Issued: June 2025
Credential ID: cqytr780rp

AI Fundamentals - Getting Started with Artificial Intelligence — IBT Learning
Issued: March 2025
Credential ID: v1ismg0czh

IT Fundamentals — IBT Learning
Issued: March 2025
Credential ID: lnlox8nsc4

Introduction to Cybersecurity — Cisco
Issued: September 2025

PROFESSIONAL EXPERIENCE

IT Support Technician
Mabo Global Solution | Lagos State, Nigeria
July 2021 – March 2024 | Full-time, On-site
End-User Support & Troubleshooting

- Served as first point of contact for IT issues, achieving 90% first-call resolution rate for help desk tickets across 50+ employees
- Provided hands-on technical support for desktops, printers, RFID scanners, and speed limit tracking devices in logistics operations
- Diagnosed and resolved hardware, software, and network connectivity issues with minimal downtime impact

System & Network Maintenance
- Administered and maintained critical business systems including shipment tracking software, Microsoft 365, and Google Workspace environments
- Monitored system performance and proactively identified potential failure points, minimizing operational downtime
- Supported network infrastructure (LAN/WAN) to ensure reliable connectivity across multiple business units

Security & Compliance
- Enforced IT security protocols including access controls, password policies, and secure onboarding/offboarding procedures
- Maintained data backup and recovery procedures to protect sensitive logistics and customer information
- Conducted security awareness training for employees on phishing threats and safe computing practices

Hardware/Software Management
- Installed, configured, and updated hardware and authorized software across the organization
- Managed IT asset inventory including laptops, desktops, RFID card readers, and mobile devices
- Implemented standardized system configurations to reduce security vulnerabilities and improve support efficiency

Process Improvement
- Created user-friendly technical documentation for speed limit device installation, reducing support tickets by 25%
- Streamlined IT asset tracking processes, improving inventory accuracy and procurement workflows
- Automated routine maintenance tasks using scripting, freeing up time for security-focused initiatives

Technical Specialist
Self-Employed
February 2025 - Present
- Provide freelance technical support, web development, and design consulting for small business clients
- Design and manage WordPress websites including hosting, maintenance, security hardening, and plugin management
- Create brand assets, logos, and marketing materials using Canva for client businesses
- Deliver Python scripting solutions for workflow automation and data processing tasks
- Apply security-first approach to all client engagements, recommending secure configurations and best practices

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TECHNICAL SKILLS

Security & Defense

Network Security | Network Monitoring Tools | Security Training | Ethical Hacking Fundamentals | Network Defense | Threat Awareness | Access Control Management | Data Backup & Recovery

Technical Operations

Python | Technical Support | Troubleshooting | System Administration | LAN/WAN | Microsoft 365 | Google Workspace | Hardware/Software Management | Workflow Automation | IT Asset Management

Web & Design

WordPress Website Hosting & Management | Web Design | Canva (Logo Design, Brand Assets, Marketing Materials) | Graphic Design

Professional & Soft Skills

Collaborative Problem Solving | Analytics | Technical Documentation | User Training | Virtual Assistance | Cross-functional Communication

PROJECTS

AI SOC Assistant

Personal Project — 2026

- Developed an AI assistant that automates threat intelligence gathering, vulnerability triage, and incident analysis for security operations
- Reduces manual OSINT reconnaissance time by automating subdomain enumeration, DNS analysis, and certificate transparency lookups
- Generates prioritized remediation roadmaps from vulnerability scan outputs (Nmap, Nessus, Nuclei) with CVSS scoring and CISA KEV cross-referencing
- Implements MITRE ATT&CK framework mapping and STRIDE threat modeling for systematic attack surface assessment
- Built semantic search over threat intelligence data using vector embeddings for rapid cross-referencing of historical findings
- Technologies: Python, Node.js, REST APIs, Vector Databases, NVIDIA NIM, Cloud Infrastructure (OCI)

EDUCATION

Bachelor of Science in Computer Science

University of the People

April 2025 - April 2029

ADDITIONAL INFORMATION

- **Languages**: English (Fluent)
- **Remote Work**: Remote-ready with proven ability to support distributed teams
- **Availability**: Open to cybersecurity analyst, SOC analyst, security operations, and junior roles