

AFEEF MURSHED

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PROFESSIONAL SUMMARY

Computer Information Systems graduate with hands-on IT support and cybersecurity experience. Skilled in Windows, Microsoft 365, ServiceNow, Active Directory, and end-user troubleshooting. Recently completed an intensive IoT Cyber Defense externship where I built and secured a real-time MQTT pipeline using Python, TLS encryption, and device certificates. Seeking an entry-level Help Desk, IT Support, or Cybersecurity role to keep growing and contributing.

SKILLS

- **Technical Support:** ServiceNow, ticketing, incident management, end-user support, documentation
- **Systems:** Windows 10/11, Windows Server, Microsoft 365, Active Directory, Microsoft 365 Apps
- **Networking & Security:** TLS/SSL, mTLS, HMAC, MQTT, Certificates, Replay Attack Defense, and Risk Mitigation
- **Languages:** Arabic (native), English (fluent)

EDUCATION & CERTIFICATIONS

Baruch College – New York, NY

Graduated: May 2025

Bachelor of Business Administration (BBA) in Computer Information Systems

Concentration in Cybersecurity | Minor in Communication | GPA: 3.7

Relevant Coursework: Cybersecurity, Computer Networking, Database Management Systems, Programming and Computational Thinking, Principles of Accounting, Principles of Finance

Certifications: Computer Hardware Basics (Cisco/Per Scholas - 2025), Operating Systems Basics (Cisco/Per Scholas - 2025), Data Analytics (Afrodata - 2024) - 2024)

IT PROJECTS

Hydroficient IoT Cyber Defense Externship, Extern

Jul 2026 – Sep 2026

Remote, Intern

- Implemented TLS encryption and mutual TLS (mTLS) for secure device authentication and encrypted communication.
- Developed HMAC, timestamp, and sequence counter defenses to block replay, injection, and tampering attacks.
- Created a real-time security dashboard to monitor pipeline health, detect threats, and track system status.

PROFESSIONAL EXPERIENCE

Veritas Capital, New York, NY

Jun 2024 – Aug 2024

IT Intern

- Provided Level 1 IT support to end users for hardware, software, and connectivity issues
- Resolved Level 1 IT requests and supported Microsoft Dynamics 365 users in a corporate environment.
- Helped with data extraction and asset documentation using Microsoft Purview

Blue Owl, Manhattan, NY

Jun 2023 – Jul 2023

IT Intern

- Provided desktop and end-user technical support for employees
- Assisted with workstation setup, software installation, and troubleshooting
- Supported desktop deployments and office infrastructure tasks

LEADERSHIP & ACTIVITIES

The Opportunity Network – New York, NY

Jul 2018 – May 2025

Fellow

- Completed an intensive six-year professional development and leadership fellowship

Bottom Line – New York, NY

Aug 2021 – May 2025

Success Program Fellow

- Participated in college transition workshops, career readiness events, and academic success activities

ISACA Cybersecurity Club, Baruch College

Jan 2023 – May 2025

Assistant Secretary

- Organized 10+ cybersecurity events, workshops, and guest speaker sessions