

Ahmad Abdualmouti

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PROFESSIONAL SUMMARY

Information Technology student at George Mason University with a concentration in Cybersecurity, hands-on experience in technical troubleshooting and security-focused customer support, and active involvement in cybersecurity communities including NOVA HackerSpace and ISSA-NOVA. Experienced with SIEM platforms, firewall configuration, and log analysis through lab work and peer-led workshops.

EDUCATION

George Mason University

Bachelor of Science, Information Technology. Concentration: Cybersecurity.

Gainesville, VA

May 2028

EXPERIENCE

Retail Store Manager

Dec 2023 – Present

T-Mobile

Fairfax, VA

- Revitalized an underperforming store after assuming managerial support, implementing new workflows that resulted in a projected 50% increase in monthly revenue.
- Ranked Top 12 company-wide for six consecutive months through effective coaching, technical troubleshooting guidance, and high-quality customer experience.
- Diagnosed and resolved mobile device issues including connectivity failures, software glitches, SIM/network activation errors, and hardware malfunctions, reducing repeat visits and improving customer satisfaction.
- Performed advanced troubleshooting using step-by-step diagnostic workflows — factory resets, OS updates, data backups, account recovery, and carrier configuration fixes — to restore device functionality efficiently.
- Applied store performance analytics to identify operational and sales gaps, improving accessory attach rates and driving team productivity.
- Educated customers on device optimization, security best practices, and preventative maintenance while identifying upgrade and service plan opportunities aligned with their technical needs.

PROJECTS

Linux SOC Firewall Lab

- Simulated network traffic using Netcat and analyzed firewall logs in a Linux (WSL) environment.
- Configured and managed UFW firewall rules to allow and deny traffic on specific ports.
- Investigated system logs to identify source and destination IPs, ports, and connection outcomes (ALLOW/DENY).

ACTIVITIES & LEADERSHIP

NOVA HackerSpace

2025 - Present

Member

- Led hands-on peer workshops covering ethical hacking fundamentals, SIEM log analysis, and introductory incident response workflows. Guided students through structured labs using Splunk, Wireshark, and Linux to identify threats and interpret security events. Assisted in developing team exercises that simulated alert triage and security monitoring tasks. Coordinated with club officers to improve lab materials and create beginner-friendly walkthroughs.

ISSA-NOVA Student Chapter

2025 - Present

Member

- Collaborated with cybersecurity professionals during monthly meetups to learn industry tools, detection strategies, and best practices. Participated in structured study groups focused on CompTIA Security+, Network+, and SOC-related pathways. Reviewed attack case studies and practiced interpreting Windows and network logs with fellow student members. Supported chapter activities by helping organize workshops and sharing study resources with new members.

SKILLS

SIEM: Splunk, Elastic

EDR: Microsoft Defender for Endpoint

Tools: Wireshark, Linux, Windows Event Logs

Scripting: Python (beginner), PowerShell