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Maham Shariff

Cybersecurity professional with a B.S. in Cybersecurity and hands-on experience in security operations, endpoint protection, vulnerability management, incident response, and SIEM technologies. Experienced with Splunk, CrowdStrike, Tenable, and Jira. Currently expanding cloud security expertise in AWS and Azure. CompTIA Security+ certification pending.

Education

Bachelor of Science in Cybersecurity, Coles College of Business — **Graduated: December 2024**
Kennesaw State University, Kennesaw, GA
Dean's List

Training/Certifications

CompTIA (Sys-701) Security+ Certification — **Pending November 2026**

Work Experience

Technical Project Manager/ Operations Specialist — **Terminus Payments, LLC**
Lilburn, Georgia — **August 2026 – Present**

- Manage merchant onboarding and POS implementation by reviewing business and personal information, coordinating documentation with underwriting, updating merchant records in Salesforce, and configuring POS devices for payment processing.
- Support PCI compliance initiatives by collaborating with Risk and Compliance teams, maintaining merchant compliance requirements, and coordinating PCI Rapid Comply and Visa 2.0 compliance communications.
- Develop Power Automate workflows to track returned POS devices, automate merchant email reminders, and update account payment status after outstanding balances are paid.
- Provide technical support to merchants by troubleshooting POS systems remotely, guiding customers through device issues, and supporting payment-processing operations.
- Coordinate four partner projects involving API integrations, NDA execution, kiosk bank approvals, compliance coordination, and emergency escalation processes.

AI Trainer — **Handshake**
Remote (Contract**)** — **December 2025 – April 2026**

- Evaluated and refined AI-generated outputs to improve accuracy, clarity, and alignment with program guidelines.
- Provided structured feedback to support ongoing AI model training and quality improvement.

Data Reporting Analyst — **Tabularius Group, LLC**
Alpharetta, Georgia (Contract) — **September 2025 – December 2025**

- Ensured accuracy and integrity of financial and political database records by entering, cleaning and validating data, correcting indexing errors, balancing financial records, reconciling discrepancies through Excel analysis and source document review to maintain trustworthy, compliant reporting.

Security Operations Center Intern (ISOC) — **Georgia Tech Research Institute**
Atlanta, Georgia — **May 2024 – December 2024**

- Used CrowdStrike Falcon and CrowdStrike Next-Gen SIEM to investigate and respond to security threats, while developing an automated workflow to block malicious IPs, identify associated devices, generate alerts, and escalate confirmed threats for review.
- Improved vulnerability management and threat detection by integrating Jira and Tenable with Splunk for comprehensive log management, creating detailed reports, alerts and dashboards.
- Collaborated with the Information Systems Division and Enterprise Systems Division to integrate Slack with Jira Service Desk, enabling automated alerts for incident reports in Slack and improving team communication and response efficiency.
- Responded to and triaged over 1,000+ security tickets including malware, phishing, unauthorized access, and web filtering cases achieving 100% SLA compliance, reducing false positives by 15%, and ensuring timely escalations with audit-ready documentation.
- Enhanced security posture by safely testing and analyzing phishing emails and files in CrowdStrike Sandbox environment and VirusTotal and mitigated risks to the production environment

Cybersecurity Intern/ IT Trainee **Department of Homeland Security Headquarters**
Washington, DC (Remote) **June 2023 – September 2023**

- Assisted with Federal Information Security Modernization Act (FISMA) System Security Controls Self-Assessment and Vulnerability Management by researching Plugin ID vulnerability information to determine the severity level.
- Prioritized remediation efforts under the Information Security Officer by researching Common Vulnerabilities and Exposures to determine the severity level.
- Utilized an Integrated Security Management System to validate EOD/FS for privileged access requests to sensitive systems.
- Utilized the Technology Reference Model in Mobius to verify approved software requested on change requests.

Data Entry Specialist/ HR and Payroll Administrative Assistant **Kimco Facility Services, LLC**
Atlanta, GA (Contract) **October 2021 – March 2022**

• Entering and maintaining Excel spreadsheets for 5000+ employees throughout the US
• Working closely with HR on various topics: internal candidate management, market intel and pay equity, job ads, and compliance issues.

Technical/Soft Skills

- **Security & SOC:** Splunk Enterprise, Splunk Cloud, CrowdStrike Falcon, CrowdStrike Next-Gen SIEM, Tenable/Nessus, Axonius, Jira Service Desk, SOAR, VirusTotal, CrowdStrike Sandbox
- **Networking:** Wireshark, Zenmap/Nmap, TCP/IP, DNS, firewalls, network security
- **Systems:** Linux, Ubuntu, Kali Linux, Windows, macOS, VirtualBox
- **Cloud & IT:** AWS, Azure, cloud infrastructure, Microsoft Power Automate, SharePoint, Salesforce
- **Languages & Scripting:** SPL, PowerShell, AppleScript, Python
- **Security Frameworks:** MITRE ATT&CK, Cyber Kill Chain

Projects

SOC Dashboard Automation with AppleScript ***AppleScript Automation Project (GTRI)***
- Developed an AppleScript solution to automate the display of Splunk dashboards across ten large screens, enabling real-time threat monitoring and significantly reducing manual intervention. Integrated the automation into SOC workflows, enhancing operational efficiency and improving incident response processes.

SOC Metrics Visualization and Analysis ***SOC Metrics Dashboard Project (GTRI)***
- Designed and implemented a dynamic dashboard to visualize and monitor key security metrics across multiple platforms, including CrowdStrike, Box, Jira, and KnowBe4, ensuring real-time insights for enhanced decision-making and threat management.

Vulnerability Management Solution ***Splunk Insights and Remediation Project (GTRI)***
- Developed a Splunk dashboard using SPL to prioritize critical and high vulnerabilities, incorporating trend graphs and remediation steps for CVEs based on Tenable data and lookup tables for enhanced security response time.

Unresolved Ticket Tracking ***Jira Analytics Project (GTRI)***
- Developed a custom Jira dashboard to track unresolved tickets over time, incorporating filters for metrics such as average number of unresolved tickets, a created vs. resolved graph, events with long-standing tickets, and user-specific unresolved ticket data for improved operational insight.

Interests

Organization Memberships: Department of Information Systems at Kennesaw State University, Information Systems Security Association (ISSA) Metro Atlanta Chapter, National Cybersecurity Student Association, Women in Cybersecurity (WiCyS), and Rewriting the Code (RTC)

CTFs: National Cyber League (NCL), SentinelOne ThreatOps Challenge – Purple AI Edition, and Axonius CTF, enhancing skills in cryptography, threat hunting, EDR, and security automation.