

MARWA BOUZHAY

Cybersecurity & Information Systems Professional

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KEY COMPETENCIES

Cybersecurity & IT: CompTIA Security+; cybersecurity fundamentals; access control; authentication/MFA; incident response fundamentals; network security; Microsoft 365; workstation and user support; technical troubleshooting.

Systems & Data: SQL; Excel; EHR/EMR; CRM; digital records management; data validation; HIPAA-compliant information systems.

Business Analysis & Operations: Requirements gathering; workflow analysis; process improvement; documentation; stakeholder communication; scheduling; staff training; cross-functional coordination.

Languages: Arabic - Fluent | English - Fluent

PROFESSIONAL EXPERIENCE

Blackrock Integrative Medicine - Hagerstown, MD

Office Manager

Aug 2023 - Present

- **Promoted from Receptionist to Office Manager** after demonstrating strong performance in patient service, operations, and technical problem-solving.
- **Manage high-volume front-office operations**, including 300+ inbound calls, scheduling, patient inquiries, provider communication, and EHR/EMR records.
- **Provide first-line IT support** for workstation logins, printers, software, user access, and routine desktop issues; train new staff on systems and workflows.
- **Created a post-visit feedback and Google review process** that automatically prompts patients after checkout, helping grow the practice's online review presence.
- **Led patient outreach and voting efforts** that helped the practice reach the Top 5 in Hagerstown and earn #1 Best Family Practice in the Tri-State Choice Awards.
- **Maintain confidential digital records** and support HIPAA-compliant information handling while coordinating with providers to improve daily workflows.

CYBERSECURITY & INFORMATION SYSTEMS PROJECTS

Academic Labs & Projects - Hagerstown Community College / UMGC

- **Phishing & social engineering:** analyzed common phishing indicators, suspicious messages, links, and attacker techniques in coursework labs.
- **Security fundamentals:** applied concepts involving access control, authentication, risk management, incident response, encryption, vulnerabilities, and network security.
- **SQL & data projects:** created queries, filtered and retrieved records, and worked with relational database concepts and data management.
- **Business systems analysis:** evaluated workflows and information-system needs and developed technology-focused recommendations through MIS coursework.

EDUCATION & CERTIFICATION

University of Maryland Global Campus

Dec 2025

Bachelor of Science, Management Information Systems | **Academic Honor**

Hagerstown Community College

May 2024

Associate of Applied Science, Cybersecurity

CompTIA Security+ (SY0-701)

June 2026

LEADERSHIP & COMMUNITY INVOLVEMENT

Founder, Muslim Student Association (MSA) - Hagerstown Community College

Treasurer & Planning Coordinator, Student Government Association (SGA) - Hagerstown Community College

Volunteer Arabic Teacher - Sunday School | Teach Arabic and support weekly lessons; volunteering for +8 years.