

MUHAMMED YUSIF

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[linkedin.com/in/muhammed-yusif-94497934b](https://www.linkedin.com/in/muhammed-yusif-94497934b) | github.com/yusifmy | yusifmy.github.io/secure-tracks

SUMMARY

IT Support Specialist with hands-on experience administering Active Directory, Microsoft Entra ID (Azure AD), and Windows Server 2022 environments. Currently working as a Computer Lab IT Support Assistant at Bronx Community College. Completed Google Foundations of Cybersecurity Certificate (2026) and Microsoft AI Skills Fest 2026 Badge. Pursuing an Associate Degree in Computer Information Systems, expected December 2026. Skilled in help desk ticketing, end-user support, identity management, and technical documentation. Aspiring Cybersecurity Analyst and long-term Penetration Tester with a passion for offensive and defensive security.

EDUCATION

Associate Degree in Computer Information Systems Expected December 2026
Bronx Community College (CUNY) — Bronx, NY

Relevant Coursework: Networking Fundamentals, Linux Administration, Database Systems, Information Security, Programming, Client-Side Development

EXPERIENCE

Computer Lab Assistant — IT Support March 2025 – Present
Bronx Community College, World Languages & Cultures Lab — Bronx, NY

- Deliver technical support to students and faculty on Windows 10/11 workstations, resolving login, software, printing, and performance issues.
- Install, configure, and maintain classroom computer systems, peripherals, and academic software.
- Manage user accounts and troubleshoot authentication issues in a multi-user Windows environment.
- Document all technical issues and resolutions, maintaining a knowledge base for recurring incidents.

Community Outreach Intern September 2025 – February 2026
NYPIRG — Bronx Community College, Bronx, NY

- Supported outreach campaigns and student engagement initiatives across the Bronx campus.
- Collected, organized, and reported survey data; maintained accurate project records and documentation.

Office Assistant May 2024 – July 2024
New York Police Department (NYPD) — New York, NY

- Maintained electronic and physical records with strict confidentiality in a government setting.
- Performed data entry, scheduling, and document preparation; routed inquiries to appropriate departments.

PROJECTS

Active Directory Home Lab | <https://github.com/yusifmy/Active-Directory-Lab>

- Deployed a Windows Server 2022 Active Directory domain from scratch using VirtualBox virtual machines.
- Configured AD DS, DNS, Group Policy Objects, Organizational Units, security groups, and domain-joined Windows clients.
- Performed user account management, password resets, and authentication troubleshooting.

Active Directory Help Desk Ticket Simulation | <https://github.com/yusifmy/Active-Directory-Help-Desk-Ticket-Simulation>

- Simulated real-world help desk incidents: password resets, account lockouts, access requests, and permission changes.
- Documented ticket workflows, troubleshooting steps, and resolutions following IT support best practices.

Microsoft Entra ID Home Lab | <https://github.com/yusifmy/Microsoft-Entra-ID-Home-Lab>

- Provisioned and managed users, groups, and admin roles in Microsoft Entra ID (Azure AD).
- Configured identity management, access controls, and Microsoft 365 administration tasks.

Microsoft Entra ID Ticketing Lab | [https://github.com/yusifmy/Entra-ID-Ticketing Lab](https://github.com/yusifmy/Entra-ID-Ticketing-Lab)

- Simulated cloud help desk scenarios: user provisioning, password resets, group assignments, and identity troubleshooting.
- Practiced incident response documentation and ticket resolution workflows.

Spiceworks Help Desk Ticketing Lab

- Created, managed, and resolved simulated IT support tickets covering Outlook, Wi-Fi, user accounts, and workstations.
- Practiced ticket prioritization, escalation procedures, and end-user communication.

Secure Tracks — Cybersecurity Website | <https://yusifmy.github.io/secure-tracks/>

- Built and deployed a cybersecurity-focused website on GitHub Pages using HTML, CSS, and Git version control.
- Published technical write-ups and lab documentation as a public IT/cybersecurity portfolio.

TECHNICAL SKILLS

Operating Systems: Windows 10, Windows 11, Windows Server 2022, Ubuntu Linux

Identity & Access: Active Directory (AD DS), Microsoft Entra ID (Azure AD), Group Policy (GPO), User Account Administration, Account Provisioning, Security Groups, Organizational Units (OUs)

Networking: TCP/IP, DNS, DHCP, IP Configuration, Domain Join, Network Troubleshooting

Help Desk & Support: Spiceworks Help Desk, Ticket Documentation, Incident Management, End-User Support, Hardware/Software Troubleshooting, Printer Support

Cloud & Productivity: Microsoft 365, Microsoft Entra ID, VirtualBox

Development Tools: Git, GitHub, Visual Studio Code, Python, HTML, CSS, JavaScript, PHP, SQL

CERTIFICATIONS

- Google Foundations of Cybersecurity Certificate — Coursera, June 2026
- Microsoft AI Skills Fest 2026 Badge
- Microsoft Introduction to Computers Certificate
- CompTIA Security+ — In Progress
- Microsoft Certified: Identity and Access Administrator (SC-300) — In Progress

ADDITIONAL INFORMATION

Authorized to work in the United States. Strong written and verbal communication skills. Experienced in documenting technical procedures and troubleshooting workflows. Passionate about IT Support, System Administration, and Cybersecurity.