

SUBAIDA MOHAMED

Information Communications Technician - Azure Cloud Support Specialist
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About

Early-career IT and cybersecurity professional with hands-on experience in endpoint management, Microsoft 365, identity and vulnerability management. Building towards a career in security operations and cloud security through project-based learning and virtual labs.

Interested in computational arts alongside security (Blender 3D, Arduino, Unreal Engine). Working towards Microsoft Azure Fundamentals (AZ-900).

Technical skills —

Endpoint & MDM: Microsoft Intune, Jamf, NinjaOne, Windows 11 (Advanced), macOS, Linux (Basic)

Microsoft 365 & Identity: M365 Admin Centre, Entra ID, Exchange Online, MFA, Active Directory

Security: Qualys, vulnerability management, OWASP Top 10, privilege escalation, STRIDE threat modelling

Business Systems & ITSM: SAP Business One, PrinterLogic, Windows App (VM access), ITSM ticketing, ITIL incident management

Programming Languages: Python (Intermediate), SQL, C# (Basic), HTML (Basic)

Other Tools/Platforms: Docker, Blender 3D, Arduino, Unreal Engine, Virtual Labs for Security Operations and Networking

Experience

Jellycat London Information Communications Technician - Azure Cloud Support Specialist
28/09/2025 - Present Day

- Tier 1 on-site and remote support: break/fix across Windows 11, macOS, mobiles, printers, scanners and EPOS
- Image, configure, deploy and migrate endpoints using Intune, Jamf and NinjaOne
- Administer Microsoft 365: Entra ID, Exchange Online, MFA, users, groups and licences
- Manage the ITSM queue: triage, prioritisation by impact and urgency, task allocation and Service Desk escalations, following ITIL incident management
- Review Qualys vulnerability scans and track remediation; support SAP Business One, PrinterLogic and Windows App VMs
- Daily checks (backups, supplier reports, performance); incident trend and root cause analysis; resolved critical issues to minimise downtime

Extern x Hydroficient IoT Cyber Defense Externship

18/02/2026 - Present Day

8-week programme securing a smart water management IoT platform. Covers STRIDE threat modelling, MQTT pipelines secured with TLS and device certificates, replay attack simulation (timestamps, counters, HMAC) and a Streamlit security monitoring dashboard.

CodeFirstGirls GCHQ Python Kickstarter

04/2025 - 06/2025

Building & Deploying a web application using Python and VSCode.

2022 - 2024 medical break

AIRBUS AEROSPACE Work experience

11/2021 - 12/2021

Commercial aircraft wing simulation and manufacturing for AIRBUS, as well as a sustainability model for their Space and Defense branch.

VODAFONE INNOVATORS Virtual Work Experience

08/2021 - 08/2021

Learned to design and develop IoT smart technologies, with a focus on product innovation, development processes, and marketing strategies.

IMPERIAL COLLEGE LONDON Insights into Science and Engineering Summer School

07/2019 - 07/2019

MEDIVET HAYES

07/2019 - 07/2019

Completed Courses

NATO x One Young World Future of Global Security and Peace

The course focuses on youth leadership, ethical responsibility and systems-level thinking, exploring deterrence and defence, crisis prevention and management, and cooperative security while placing strong emphasis on the role of youth as active contributors to global stability.

TRYHACKME Security Analyst Pathway

Studied and applied key cybersecurity skills through hands-on, real-world scenarios in on-demand labs, with a focus on offensive security frameworks, OWASP Top 10 vulnerabilities, privilege escalation techniques, and comprehensive report writing.

CISCO Networking Academy Junior Cyber Security Analyst

Gained CCST certification-aligned skills in threat intelligence, network security, and risk management.

CodeFirstGirls MOOC SPRINT Intro to WEB APP SECURITY 07/2024

An introductory course covering fundamental concepts of web application security, including common vulnerabilities and best practices for protecting web applications.

CodeFirstGirls MOOC SPRINT Assessments Incl. HACKERRANK 06/2024

Hands-on assessments designed to test practical knowledge in cybersecurity concepts and coding skills, using platforms like Hacker Rank to simulate real-world challenges.

TRYHACKME Pre Security Learning Path 04/2025

A beginner friendly structured learning path on TryHackMe that introduces essential cybersecurity topics, foundational skills, and practical labs to prepare for more advanced security training.

Projects

Active directory

Managing AD Domain Services - creating/deploying domains, configuring GPO's, establishing/enforcing passwords.

In progress

HTML Portfolio

Developing a personal web page using HTML and CSS to showcase my technical skills and portfolio projects, including custom computer builds, game development, 3D renders, and ongoing creative and technical work.

Microsoft Azure Fundamentals (AZ-900)

In progress

Education

ST PAULS CATHOLIC COLLEGE/ GCSE

SEPTEMBER 2015 - JULY 2020, SURREY UK