

NOUR ABDEL GHAFOUR

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Objective

Motivated and detail-oriented IT professional seeking a cybersecurity internship to apply my technical skills and problem-solving abilities. Currently in the process of completing cybersecurity training, with a strong passion for network security, ethical hacking, and risk management. Eager to gain hands-on experience and contribute to a dynamic team while continuing to develop my expertise in the field.

Skills & abilities

Technical Skills:

1. **Troubleshooting:** Expertise in diagnosing and solving hardware, software, and network issues.
2. **Operating Systems:** Proficiency in Windows, macOS, and Linux.
3. **Remote Support Tools:** Familiarity with tools like TeamViewer, AnyDesk, or Remote Desktop.
4. **Active Directory:** Knowledge of user account management and permissions.
5. **Network Troubleshooting:** Basic understanding of IP addressing, DNS, DHCP, and LAN/WAN setup.
6. **Ticketing Systems:** Experience using systems like Zendesk, ServiceNow, or Jira to manage and resolve support requests.
7. **Software Installation and Configuration:** Ability to install, configure, and update applications.
8. **Mobile Device Support:** Knowledge of Android and iOS troubleshooting.
9. **Programing language : java, python ,html5 .**

Soft Skills:

1. **Communication:** Ability to explain technical solutions clearly to non-technical users.
 2. **Problem-Solving:** Strong analytical skills for identifying the root cause of issues.
 3. **Patience:** Staying calm and professional when working with frustrated users.
 4. **Time Management:** Handling multiple tickets efficiently while meeting deadlines.
 5. **Teamwork:** Ability to collaborate with colleagues and escalate issues when needed.
 6. **Attention to Detail:** Meticulous in following procedures and documenting solutions.
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Experience

CREW TRAINER //MCDONALD'S LEBANON//

AUGUST 24,2021 //March 5, 2024.

- Conducted shift management
- Training staff
- Inventory management
- Solved problems using teamwork and creativity

SCOUTS VOLUNTEER// VARIOUS POSITIONS//

February ,2016//present

- Scout Squad leader: led a group of 10 scouts in various activities such as camping, hiking, community service etc.
- Ranger leader : planning, organizing and facilitating ranger programs for scouts aged 14-18 years old.
- Training leader: helped in delivering training sessions on leadership, communication, teamwork etc. for scout leaders.

Education

ARAB OPEN UNIVERSITY// COMPUTER SCIENCE// THIRD-YEAR

| expected graduation: June 2025

SABA ZREIK HIGH SCHOOL// ECONOMICS/SOCIOLOGY// GRADUATED IN JUNE 2021

certifications

Programming hub (google launchpad) :

1. Hacking advanced
2. Ethical hacking
3. Fundamentals
4. Cyber security
5. Python
6. Cryptography

TCM security :

1. Practical Help Desk (in process)

Semicolon academy :

1. Ethical hacking 101(in process)

Devloopmint:

1. Full stack web development (in process)

Languages

Language Skills:

- **Arabic**: Fluent
 - **English**: Fluent
 - **French**: Basic Proficiency
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