

# Shadi Emaduddin Sukkar

Damascus, Syria | +963930773539 | [shadisukkar57@gmail.com](mailto:shadisukkar57@gmail.com) | [Linkedin.com](https://www.linkedin.com/in/shadisukkar57) | [Github.com](https://github.com/shadisukkar57)

## PROFILE

A highly organized individual with communication and interpersonal skills. Has recognized experience in cybersecurity, IT support, Flutter, and customer service. Adaptable to all challenging situations and finding solutions. Can work well under pressure and complete projects by deadlines. Preferably to join a team environment and support others.

## WORK EXPERIENCE

### SOC (Security Operations Center) Analyst – L1

Jul 2024 – Current

*ProResources Technologies*

*Damascus, Syria*

- Monitoring security alerts and incidents using various security tools and systems
- Performing data analysis to identify security incidents and determine their severity and impacts
- Building dashboards to collect and visually present data for monitoring and analysis
- Collaborate with security engineers and SOC managers to provide situational awareness
- Detect, contain, and remediate threats to networks, web apps, and systems
- Implementing decoders, detection and alerting rules, playbooks, and documentation

### E-Commerce Platforms Manager

Feb 2024 – Current

*Go2Globe*

*Montreal, Canada – Remotely*

- Writing products advertisements and listing on e-commerce platforms (e.g. Amazon, eBay, BestBuy)
- Manage the inventory database and examine the accuracy of the ads
- Contacting companies via emails and live chat to acquire authentication and support for their products
- Addressing customers' inquiries to deliver a positive shopping experience and customer support
- Report and coordinate with different teams (e.g. Logistics, Sales, and Quality teams)

### Flutter Developer

Jul 2023 – Dec 2023

*Focal – X*

*Damascus, Syria*

- Dart programming language
- Flutter framework & widgets
- Clean code & MVC architecture
- Building responsive multi-platform applications
- State Management
- Flutter package manager
- Working with assets
- Working with RESTful APIs

### Technical Support Specialist

Aug 2022 – Feb 2023

*Jana Company*

*Damascus, Syria*

- Identifying and solving computer software and hardware issues
- Monitor and maintain the network system
- Install and configure hardware and software
- Solve technical issues and troubleshoot

## EDUCATION

### Syrian Virtual University

Oct 2022 – On going

*Bachelor of Science in Information Technology*

*Damascus, Syria*

### University of the People

Sep 2021 – On going

*Bachelor of Science in Computer Science*

*California, USA*

## TECHNICAL SKILLS

**Business Tools:** Microsoft Office, Google Drive, Gmail

**Programming Languages:** Python, Java, C#, Dart, JavaScript

**Developer Tools:** Visual Studio, VS Code, Eclipse, Android Studio

**Version Control Systems:** GitLab, GitHub

## CERTIFICATES

Google IT Support | LetsDefend SOC Analyst | Google Cybersecurity | IBM Cybersecurity Analyst

## LANGUAGES

**Arabic:** Native

**English:** Advanced