CYRUS ONDANGAN

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Technical Overview

- Working experience in rolling-out/managing IT security measures such as firewalls (ex. Palo Alto/Fortinet), endpoint security protection (ex. ThreatDown by Malwarebytes), EDR/XDR (ex. CrowdStrike), SIEMs (ex. Splunk), DLP Solutions (ex. ForcePoint DLP), Internet Web Security (ex. ForcePoint Triton), PAM solutions (ex. CyberArk PAM), even advance AI-machine learning tools for advance threat (ex. DarkTrace).

- In-depth technical and troubleshooting knowledge of Microsoft Windows OS such as Windows 7, 8, 10, Server 2008, Server 2012, Server 2012 R2, Server 2016 and deep knowledge with MacOS and Linux distributions

- Working experience with Active Directory, DNS, DHCP and other roles to administer and manage server.

- Managing project rollout such as: Citrix DaaS Deployment, CyberArk Privileged Access Management, Manage Engine ServiceDesk, Manage Engine Desktop Central, and Microsoft Intune MDM.

Education & Professional IT certifications/badges

- Silliman University – Bachelor of Science in Information Technology
- EC-Council Licensed Penetration Tester (Master)
- EC-Council Certified Penetration Testing Professional
- EC-Council Certified SOC Analyst
- ISC2: Certified in Cybersecurity
- EC-Council CEH Practical: Certified Ethical Hacker - Practical
- MCSE: Microsoft Certified Solutions Expert – Cloud Platform and Infrastructure
- MCSA: Microsoft Certified Solutions Associate – Windows Server 2012 R2
- MCP: Microsoft Certified Professional – Windows 8.1
- Microsoft Certified: Azure Fundamentals
- JNCIA – Cloud: Juniper Networks Certified Associate – Cloud
- JNCIA – Security: Juniper Networks Certified Associate – Security
- JNCIA – Junos OS: Juniper Networks Certified Associate – Junos OS
- ICSI – Certified Network Security Specialist
- MSI – Project Management Fundamentals
- Aviatrix Certified Engineer
- CertiProf – Scrum Foundation Professional
- CertiProf – Cyber Security Foundation
- Alibaba Cloud Associate – Cloud DevOps & Cloud Security

Notable Projects
- Bluewaters Island Project – Ain Dubai (Meraas Holding)
- PGA European Tour 2014
- Dubai Opera House
- Madinat Jumeirah Resort
- Taj Hotel

Note: My involvement to all of these projects are mostly cabling and technical support

Professional Experience

IT Analyst
OQ Trading | October 2022 – Present
Main Responsibilities:
- Managing and Monitoring Organization EDR/XDR and AI/Machine learning network security tool.
- Managing Citrix DaaS to make sure that all users can only access their office workstation remotely. Making sure that no data can come out of the organization premises.
- Managing current projects such as CyberArk PAM deployment for administrators to add additional layer of security.
- Assisting with quarterly VAPT to identify any weakness in the organization's network and systems.
- Testing of security rollout patches and update security systems from time to time
- Keeping tabs and list of all the servers making sure that we have enough resources for new servers in the future through VMWare ESXI
- Build system automation using tools to help different departments with repetitive tasks

IT Consultant
Geidea Technology LLC | September 2021 – September 2022
Main Responsibilities:
- Manage the newly opened UAE office and responsible for managing all IT operations for UAE branch. We started around 15 employees and successfully onboarded more than 60 users and planning to have around 100 users before end of 2022.
- Coordinate with over 30 IT professionals (from different IT department) at Geidea HQ in KSA and Egypt.
- Travel to KSA and Egypt to lead with upgrades of network architecture and infrastructure
- Manage GSuite, Jira, Trello, Microsoft 365 Enterprise Apps and Slack Admin

IT Engineer
House of Comms | October 2018 – September 2021
Main Responsibilities:
- Lone responsible for overall IT operations, infrastructure, network, and support
- Configuration and deployment of backup & disaster recovery plan
- Responsible for creating documentations of IT standard operating procedures, business continuity plan, network diagrams, project planning and IT credentials
- Prepare Onboarding/offboarding process of staff
· • Onboarding process: setting up new users' profile, enrolling company laptop to MS Intune, configuration of email and SharePoint access, software tools and licenses, and IT induction process.
· • Offboarding process: Revoke system access includes disabling email and SharePoint access, removes biometric/door access, change file ownership, forwarding employees email, recover company equipment, terminate VPN access, remove software licenses.

- Support/maintain of over 80 MacBooks for hardware/software and some windows and Linux machines
- Manage users, groups, and licensing of company's ticketing system (Jira) and various collaboration and project management tools such as Harvest, Forecast, and HubSpot

IT Support Engineer
BlackHorse IT FZCO | September 2017 – October 2018
Main Responsibilities:
- Handle 13 clients as their designated field IT Engineer
- Communicate and coordinate with the team about outstanding/pending tickets that needs more attention or escalation to vendor
- Configure and installation of Avaya VOIP phones
- Troubleshoot computer related issues to all my clients from onsite support, email or even phone support
- Server management – virtualization, data, installation, and support (VMware ESXI, Hyper-V) – HP ProLiant & Dell PowerEdge
· hardware – lookout for RAID alarms, monitor hardware errors, maintain a clean server room, clean the server from dust from time to time.
· software – verify backups are working, check application updates, rollout security updates, update OS, change passwords periodically.

Desktop Support Technician
Unlimited IT Support LLC | September 2014 – September 2017
Main Responsibilities:
- Handle infrastructure cabling jobs for big projects from planning, cable pulling, end-to-end cable termination and cable/port testing
- Executing IT service requests thru ConnectWise ticketing system and resolve incidents reported within the agreed SLA
- Troubleshoot basic network related issues, computer hardware problems, printer configurations and support
- Travel around Dubai and Abu Dhabi working as a field tech to service clients