

**JAMES THEOPHILUS ABRAHAM**

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**PROFESSIONAL SUMMARY**

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Results-driven Cybersecurity and Network Engineer with over 6 years of experience in IT infrastructure, security operations, and technical support. Proven ability to secure systems, manage networks, and lead incident response efforts. Skilled in vulnerability assessment, access control, and user support, with a strong focus on improving system reliability and business continuity.

**WORK EXPERIENCE**

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**2/2025 – Present      Cybersecurity and Network Engineer**

**UnoTelos Group Limited – Block 29 Mayaki Usman St, Lekki Phase 1, Lagos.**

- Monitor and analyse network traffic and system logs, improving threat detection and reducing security risks across enterprise systems
- Conduct vulnerability assessments and implement remediation strategies to strengthen system integrity and data protection
- Enforce cybersecurity policies, including access control, data handling, and vendor security compliance
- Manage identity and access control systems, implementing role-based access and multi-factor authentication (MFA)
- Respond to security incidents, perform root cause analysis, and implement corrective actions to prevent recurrence
- Configure and maintain firewalls, routers, and VPNs to secure network infrastructure
- Design secure network architectures using VLANs and subnetting to protect critical systems
- Lead cybersecurity awareness training sessions, reducing user-related security risks
- Support audit and compliance processes by providing technical documentation and reports

**11/2024 to 1/2025      Security and Support Analyst (Contract)**

**RealtorMax Project International – 4C, Maryland Crescent, Lagos State.**

- Monitored systems and security logs to proactively detect and respond to threats, minimizing downtime
- Investigated and resolved security incidents, ensuring system stability and data integrity
- Conducted risk assessments and vulnerability scans to identify and mitigate system weaknesses
- Implemented and enforced IT security policies, including access control and data protection standards
- Performed system patching and updates to reduce exposure to known vulnerabilities
- Delivered user awareness training on cybersecurity best practices and phishing prevention
- Configured and optimized security tools including firewalls and intrusion detection systems
- Developed backup and disaster recovery plans to ensure business continuity

**11/2023 to 10/2024    Network Engineer**

**DOTMAC Technologies Limited - Garki Area 11, Abuja, Nigeria.**

- Provided technical support and resolved customer issues across network and system environments
- Managed user accounts, permissions, and system configurations to ensure operational efficiency
- Monitored network performance and implemented improvements to enhance system reliability
- Supported deployment of IT systems and trained end-users on new technologies
- Conducted system testing and troubleshooting to maintain optimal functionality
- Analysed system data and recommended improvements to meet business objectives

**11/2021 to 11/2023    IT Security and Support Specialist**

**Strategic Outsourcing Limited – Lekki, Lagos State, Nigeria**

- Delivered first-line IT support, resolving technical issues and reducing downtime
- Installed, configured, and maintained hardware, software, and network systems
- Enforced IT security policies and monitored compliance across users and systems
- Managed system updates, patching, and backups to enhance security posture
- Monitored network traffic and security logs to proactively identify risks
- Supported video conferencing systems and remote collaboration tools

**1/2017 to 9/2018    IT Support and System Engineer (Hardware and Software)**

**FEMTECHit – Ilorin, Kwara State, Nigeria.**

- Provided advanced technical support (2nd & 3rd line) for hardware, software, and network issues
- Installed and maintained IT infrastructure including systems and network devices
- Conducted system upgrades and performance optimization
- Prepared technical documentation and reports for system improvements
- Customized IT solutions based on client requirements

**Key Achievements**\_\_\_\_\_

- Strengthened organizational security posture by 58% through vulnerability assessments and system hardening.
- Reduced 46% system downtime through proactive monitoring and incident response.
- Improved access security by implementing role-based access control and MFA.
- Enhanced staff awareness of cybersecurity risks through training and policy enforcement

- Supported successful IT audits and compliance reviews with detailed reporting.

## EDUCATION

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- **University of Ilorin.**

B.Sc. Information and Communication Science/Technology. (2023)

Thesis title: *“Susceptibility of University Student to Social Engineering Tactics - Phishing and Baiting (a case study of University of Ilorin Students)”*

## SKILLS

- Vulnerability Assessment, Penetration Testing, Incident Response, Threat Analysis, IAM, MFA, Security Policies, Compliance (GDPR)
- TCP/IP, VLANs, Subnetting, Firewalls, VPNs, Network Monitoring, Routing & Switching
- Wireshark, Nessus, Metasploit
- Windows, Linux, macOS
- AWS, Microsoft Azure, Google Cloud Platform
- TeamViewer, AnyDesk, Microsoft Teams, Slack, Zoom

## COMPUTER SKILLS

- Microsoft Office Packages (Word, Excel, PowerPoint)
- Problem-solving and troubleshooting
- Remote support tools (TeamViewer, AnyDesk)
- Cloud computing (AWS, Microsoft Azure, Google Cloud)
- Video editing tools (e.g., Adobe Premiere Pro, Final Cut Pro)
- Audio editing (e.g., Audacity, Adobe Audition)
- Collaboration tools (e.g., Microsoft Teams, Slack, Zoom)

## TRAINING AND CERTIFICATIONS

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- NETACAD - Cybersecurity Fundamentals
- TCM Security – Linux Fundamentals
- OPSWAT – Critical Infrastructure Protection
- NETACAD - Cyber Threat Management & Endpoint Security
- FEMTECHit - Computer Engineering and Networking
- Google (Coursera) - Technical Support
- NETACAD - Networking Basics
- University of Maryland - Cybersecurity for Everyone
- Google (Coursera) – IT Support & Security
- Mastercard Cybersecurity Simulation (Forage)
- PwC Cybersecurity Simulation (Forage)
- AIG-Shield Up - Cybersecurity Simulation (Forage)

## HOBBIES

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- Music
- Research

## REFEREES

Available on request