

Biruk Aregu

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Professional Summary

Results-driven IT Professional with a B.S. in Computer and Information Science (Summa Cum Laude), Secret Clearance, and expertise in IT Support, Cloud, system administration, Cybersecurity, and Web Development. Skilled in diagnosing complex hardware, software, and network issues across Windows, MacOS, and Linux. Experienced with Splunk, Nmap, Wireshark, ITIL tools (ServiceNow), and directory services (Active Directory, Azure AD) to improve reliability, security, and performance.

Technical Skills

- **Operating system:** Unix, Linux, Windows
- **SIEM & Security Tools:** Splunk, DataDog, MITRE ATT&CK Framework, Wireshark, Nmap, Nessus, OSSEC, Endpoint Protection, IDS/IPS, Firewalls
- **Cloud platforms:** Azure, AWS, Google Cloud Platform (GCP)
- **Customer Support:** Incident management, Troubleshooting, Ticketing systems (ServiceNow, Zendesk, Jira), Remote Desktop Support, User Training
- **Networking:** TCP/IP, VPN, DNS, DHCP, LAN/WAN, Switches, Routers, NLA
- **Cybersecurity:** Incident Response, Threat Hunting, Log File Analysis, Root Cause Analysis, Security Alert Severity Triage
- **Tools:** MS Office, Active Directory, Azure Active Directory, ServiceNow, and Jira
- **Database Management:** SQL, MySQL, Oracle, MongoDB
- **Programming languages:** Python, JavaScript, HTML, CSS, SQL, Bash/Shell Scripting

IT Certifications

CompTIA Security+ (Certified, 2025)

AWS Certified Solutions Architect Associate – In Progress (Expected 2026)

Professional Experience

Technology Analyst

Independence Blue Cross, IBX | Philadelphia, PA | *November 2024 – October 2025*

- Provide technical support to end-users by troubleshooting hardware, software, and network issues on Windows and MacOS to ensure system reliability.
- Trained and mentored new hires on IT Support processes, troubleshooting, and customer service best practices.
- Resolve 15-30 IT service requests and incidents daily via ServiceNow leveraging ITIL best practices to support 1,500+ employees in a regulated healthcare enterprise.
- Configure and troubleshoot mobile devices, Citrix, VMware, and other virtual desktop environments to maintain uninterrupted user access.
- Deliver clear, customer-focused communication to diagnose issues, provide tailored resolutions, and document procedures for future reference.
- Develop technical skills to adapt to evolving systems and improve support efficiency.

Volunteer Science Tutor

Ethiopian Community, Philadelphia, PA | *September 2022 – Present*

- Provided one-on-one tutoring in mathematics and science, helping students improve grades by at least one letter grade on average.

- Created customized lesson plans and practice exercises to match each student's learning style and academic goals.
- Mentored students in study habits, problem-solving strategies, and time management to build long-term academic confidence.

IT Support Intern

Harrisburg University of Science and Technology | Philadelphia, PA | January 2022 - May 2022

- Reduced incident resolution time by 35% through proactive troubleshooting and process improvements in ServiceNow.
- Resolved 95% of hardware/software/network issues on first contact across Windows and Linux systems.
- Managed Active Directory accounts, improving account provisioning efficiency by 25%.

UAT Test Scripter

Randstad Technologies | EL Segundo, CA | March 2016 – October 2016

- Created and executed user acceptance test (UAT) scripts for loan and home assistance programs and collaborated with the development team to identify, document, and resolve software defects.
- Utilized Agile methodologies to ensure timely delivery of test results and feedback.
- Gained practical experience in SDLC and STLC processes, improving test case accuracy and quality.

Projects

Cybersecurity Researcher

Harrisburg University of Science and Technology | Philadelphia, PA | September 2021 - December 2021

- Analyzed data from 100+ social media users to identify vulnerabilities in social media use, presenting solutions to faculty and students that reduced potential threats.
- Recommended security best practices including patch management, secure configurations, and privacy controls.
- Developed and delivered a concise security awareness guide to help users recognize and avoid common cyber threats.

Security Awareness Chatbot

- Built NLP chatbot boosted phishing detection in pilot [View Project](#)

Phishing Attack Simulator

- Built adaptive phishing simulator to train users threat detection & response [View Project](#)

Honeypot Threat Intelligence System

- Built honeypot network to detect, analyze, and classify cyber threats [View Project](#)

Personal Portfolio Website

- Built secure responsive portfolio site with Next.js and React [View Website](#)

Education

Bachelor of Science, Computer and Information Sciences – **GPA: 3.96**

Harrisburg University of Science and Technology, Philadelphia, PA | Aug 2020 – May 2022

Associate in Applied Science, Computer Information Systems – **GPA: 3.71**

Community College of Philadelphia, Philadelphia, PA | Sep 2018 – Aug 2020