MERCY HABILA TAMIDAH

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Career Objective

IT Support specialist and Cybersecurity professional with hands-on experience providing ICT infrastructure support, system administration, hardware and software troubleshooting, network monitoring, and general security maintenance in fast-paced environments. Experienced in supporting IT infrastructure deployments, Windows Server and Active Directory environments, virtualization, network connectivity, user access management and technical documentation. Recognized for strong analytical thinking, clear communication, and the ability to learn new technologies quickly in remote support environments.

Work Experience

IT Support Professional, *Layer8 Consulting Ltd* 03/2024 – 12/2025
Abuja

- Provided technical support for systems, networks, and end-users
- Monitoring network performance and identifying anomalies
- Supported user account administration, endpoint security and baseline security controls.
- Supported deployment of IT infrastructure, including system setup and upgrades
- Documented system configurations and troubleshooting processes
- Collaborated with teams to resolve technical issues and ensure up time

Client Assignment – UNODC (IT Support) | From March 2024 to June 2024

- Provided on-site ICT support for meetings and conferences.
- Software installations, troubleshooting, routine backup and update checks.
- General end-user support and training.
- Network support, device maintenance and inventory.
- Supervised vendors/service providers ensuring every project is completed according to operational requirements
- Ensured all events and assets and configurations were well documented.

IT and Cybersecurity Instructor, *Pervasive Technologies* 04/2023 – 02/2024
Full Time Karu

- Delivered practical IT and cybersecurity training.
- Supported the Director in coordinating projects and daily operations
- Provided technical support and troubleshooting for hardware, software, operating systems, connectivity, and general ICT issues
- Delivered cybersecurity awareness sessions focused on phishing, social engineering, password security, safe internet practices, and protection of digital assets
- Provided technical support and solutions to clients

Inventory Staff, *Famous and Trendy* 02/2021 – 12/2021
Full Time Abuja

- Data Entry
- Monitoring and managing stock records.
- Basic network and device maintenance with a manual back up routine.

Computer Instructor (NYSC), *Ta'al Model E-Library, Akwanga* 07/2019 – 05/2020
Nasarawa, Nigeria

- Delivered computer literacy training, guiding learners in computer operations, software applications, and effective use of digital tools.
- Planned training schedules, coordinated student admissions, and reported training activities to the Head of E-Library.
- Supervised computer usage and promoted responsible technology use, digital safety awareness, and proper handling of ICT resources.
- Provided first-line technical support, troubleshooting computer issues, and performing routine device maintenance to ensure training equipment remained operational.

Computer Instructor, *Learn-On ICT, Bauchi* 03/2017 – 01/2018
Bauchi, Nigeria
Delivered practical training on Windows operations, Microsoft Office applications, and foundational computer skills.
Supported computer networking training, developing foundational knowledge of network setup and troubleshooting.
Assisted with database administration, student records management, and uploading digital learning materials.
Provided administrative and technical support to facilitate training activities and maintain an effective learning environment.

Education

Master of Cybersecurity and Digital Forensics, *Bingham University* 06/2024
Distinction Karu

Bachelor of Technology - B. Tech Computer Science, 05/2019
Abubakar Tafawa Balewa University Bauchi
Second Class Honors (Upper Division).

Skills Summary

IT Support/Help Desk
(OS support, troubleshooting, and hardware maintenance, User management and system upgrades)

IT Infrastructure Support & Device Deployment

Systems Administration
(Active Directory, User Management)

Incident Response

Technical Documentation

Presentation and End-User Training

Analytical thinking, problem-solving, teamwork

Microsoft 365 Administration & End-User Support

Security Monitoring and Threat Management

Network deployment and support
(TCP/IP, LAN/WAN, VLANs, troubleshooting, and security)

Endpoint Security

IT Asset Management

Strong communication and ability to work under pressure

Certifications

CompTIA Security+
Certified, July 2026

ISC2 Certified in Cybersecurity
Certified, May 2026

Project Experience

Capstone Project, *Cybernation Bootcamp, by Protexxa Inc.* 2026
Designed a practical cybersecurity policy for a fictional retail company called Irongate, incorporating security controls, user guidelines, and incident response procedures, aligned with NIST CSF/ISO 27001, alongside an employee awareness guide and executive summary.

SOC Simulation Lab, *Self-Practice* 2026
Analyzed simulated security alerts to identify potential threats, while practicing incident classification, escalation procedures, and SOC workflows

Enterprise Server Infrastructure Deployment, *Confidential Government Client* 2025
Participated in the deployment of a Windows Server 2022 infrastructure, including Active Directory Domain Services, VMware ESXi 7 virtualization, network infrastructure, and an IP camera storage solution.

IT Infrastructure Modernization, *Confidential Public Sector Client* 2024
Supported a server infrastructure upgrade, including Active Directory domain role transfers, user account updates, and server administration.

References

Available upon request

Declaration