

John Brown Alhassan

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Professional Summary

IT Support Professional with hands-on experience supporting Apple customers across North America and administering Microsoft 365, Active Directory, and Entra ID environments. Fortinet NSE 6, NSE 5, Security+, and Network+ certified with practical experience deploying enterprise network security, SIEM, Windows Server, and Microsoft cloud technologies. Passionate about systems administration, cybersecurity, and delivering secure, reliable IT solutions.

Tech Stack & Skills

Operating Systems: Windows 11, Android, iOS, macOS, Linux

Security Tools: FortiGate, FortiManager, FortiAnalyzer, FortiClient, FortiSASE, Splunk, Security Onion, Suricata, Zeek, pfSense, Kali Linux, Wireshark, Firewall Administration, NAT, IDS/IPS, Web Filtering, Application Control, IPsec VPN, SSL VPN, SD-WAN, Certificate Operations, Access Controls, Network Monitoring & Logging (SIEM), TCP/IP, DNS, DHCP, VLANs, Routing & Switching

Applications & Tools: Microsoft 365 Admin Center, Teams, SharePoint, OneDrive, Active Directory, Entra ID (Azure AD), ManageEngine ServiceDesk Plus, PDQ Deploy, PDQ Inventory, RDP, SSH

Project Management: Agile, Waterfall, Scrum, Kanban, Trello

Skills: Information Security, Malware Analysis, Network Monitoring, Threat Detection & Analysis, Incident Response, Vulnerability Management, Security Policies & Compliance, Cloud Compliance & Best Practices, Time Management, Problem Solving, Teamwork and Creativity

Professional Experience

Technical Support Representative (Apple iOS Tier 1)

April 2026 – Present

Apple (Teleperformance) | Manitoba, Canada

- Provide Tier 1 technical support to Apple customers across the U.S. and Canada, supporting iPhone, iPad, Mac, Apple ID, iCloud, and Apple ecosystem services.
- Troubleshoot software, hardware, connectivity, and account-related issues using structured diagnostic methodologies and Apple support tools to identify root causes and restore device functionality.
- Perform remote device diagnostics to identify hardware faults, software failures, performance issues, and configuration problems, determining appropriate troubleshooting steps or escalation when required.

- Investigate compromised Apple accounts by verifying account activity, identifying indicators of unauthorized access, assisting with account recovery, and implementing security best practices to help protect customer accounts.
- Educate customers on cybersecurity best practices by identifying phishing attempts, social engineering tactics, fraudulent communications, and account security risks while recommending preventive measures to reduce future compromise.
- Support Apple ID authentication, password recovery, two-factor authentication (2FA), device activation, and iCloud services including backups, synchronization, storage optimization, and data recovery.
- Document technical findings, diagnostic results, troubleshooting actions, and case resolutions in internal ticketing systems while following established escalation procedures and service-level expectations.
- Ensured compliance with Apple data privacy and security policies while supporting multiple Apple products and services simultaneously.

Web Developer

March 2023 – June 2025

Benchmark Digital Services | Remote

- Built and maintained business websites while managing hosting environments, user access permissions, and performance troubleshooting for multiple clients.
- Managed website access permissions and user accounts for clients, mirroring IT access management and identity workflows.
- Provided technical troubleshooting and resolved website performance and security issues, improving site reliability and client satisfaction.
- Supported clients with system updates, plugin configuration, and security improvements to maintain secure and functional environments.

IT Intern

July 2019 – December 2019

Shenyang Jinwen Technology Company Ltd | Shenyang, China

- Assisted with Active Directory user provisioning, password resets, and account unlocks, supporting secure identity and access management.
- Supported user onboarding and access management tasks following company security policies and IT procedures.
- Resolved basic IT support issues including account access, login errors, and workstation configuration via ticketing system.
- Documented recurring issues and solutions to improve internal support processes and reduce resolution time.

Projects

FortiManager Centralized Network Management Lab (NSE 5)

- Deployed and configured FortiManager to centrally manage multiple FortiGate devices, enabling consistent policy enforcement and configuration management across the network.
- Created and managed Administrative Domains (ADOMs) to segment device management by region and policy scope, simulating an enterprise multi-tenant environment.

- Built and pushed firewall policy packages to managed FortiGate devices, streamlining policy deployment and reducing manual configuration overhead.
- Used FortiManager workflow mode to implement change management controls, requiring approval before policy changes were pushed to production devices.
- Monitored device status, configuration revisions, and installation history through the FortiManager dashboard to maintain visibility across all managed devices.

Active Directory User & Device Management

- Installed and configured Windows Server 2022 Domain Controller to support authentication, access control, and centralized user management.
- Created and managed Active Directory users, security groups, and Organizational Units (OUs); implemented GPOs for password policies, mapped drives, and software restrictions.
- Supported Windows 11 domain-joined devices, resolving login issues, password resets, and authentication problems.
- Assisted with workstation setup, software installation, device configuration, and system updates for Windows clients.

Software Deployment & Automation (PDQ Deploy / PDQ Inventory)

- Deployed applications across domain-joined devices using PDQ Deploy and PDQ Inventory with automated silent-install packages for Zoom, Teams, Chrome, and Notepad++.
- Maintained software inventory and managed patch management and application deployment across domain-joined systems.

Microsoft 365 & Entra ID Administration Lab

- Created and managed Entra ID users, assigning Microsoft 365 licenses, MFA, Conditional Access policies, and self-service password reset.
- Managed Exchange Online mailboxes, distribution lists, and performed user provisioning, role assignments, and device management.

Splunk SIEM Deployment & Detection Engineering

- Installed and configured Splunk Enterprise with Universal Forwarders; created detection rules for logon failures, RDP brute force, Kerberos password spray, and SMB attacks.
- Built dashboards and alerting rules for authentication monitoring to simulate a real-world SOC environment.

Security Onion SOC Monitoring Lab

- Deployed Security Onion 2.4 and configured Suricata, Zeek, and Fleet for network traffic monitoring and SOC analysis.
- Generated malicious traffic using Kali Linux (Nmap scans, SMB/RDP brute force) and investigated Suricata alerts to validate detection capability.

pfSense Firewall & Network Segmentation Lab

- Configured VLANs, NAT, firewall rules, and DHCP scopes; forwarded logs to Splunk for centralized monitoring.
- Conducted attack simulations to validate firewall rules and identify security gaps in the network architecture.

Wireshark Network Traffic Analysis

- Captured and analyzed ICMP, DNS, SMB, HTTP, and RDP packets to identify reconnaissance, enumeration, and brute-force activity.

Certifications

Fortinet Certified Professional (FCP) – Secure Networking	Certified
Fortinet	
Fortinet NSE 6 – Secure Networking (NSE6_SN)	Certified
Fortinet	
Fortinet NSE 5 – FortiManager Administrator (FCP_FMG_AD-7.6)	Certified
Fortinet	
Fortinet NSE 4 – FortiOS Administrator (NSE4_FGT-AD-7.6)	Certified
Fortinet	
Fortinet Certified Associate (FCA)	Certified
Fortinet	
Fortinet Certified Fundamentals (FCF)	Certified
Fortinet	
Fortinet NSE 3 – Cybersecurity	Certified
Fortinet	
CompTIA Security+	Certified
CompTIA	
CompTIA Network+	Certified
CompTIA	
Google IT Support Professional Certificate	Certificate of Completion
Google	
Microsoft Cybersecurity Analyst Professional Certificate	Certificate of Completion
Microsoft	
Google Cybersecurity Professional Certificate	Certificate of Completion
Google	

Education

BSc Computer Science	Sep 2016 – July 2020
Shenyang City University Shenyang, China	