John Brown Alhassan

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Professional Summary

- Achieved Fortinet NSE 4 and NSE 5 – FortiManager Administrator certifications, demonstrating hands-on expertise in FortiGate firewall administration, centralized network policy management, device provisioning, and multi-device security operations using FortiManager.
- Provided Tier 1 technical support for Apple customers across the U.S. and Canada, supporting iPhone, iPad, MacBook, Apple ID, and iCloud in a high-volume call center environment.
- Administered Microsoft 365, Active Directory, and Entra ID services including Exchange Online, MFA, Conditional Access, and Group Policy Objects to manage user access and strengthen security.
- Built and managed cybersecurity home lab environments — including Splunk SIEM, Security Onion, pfSense, and Kali Linux — to simulate real-world threats and improve detection and incident response skills.

Tech Stack & Skills

Operating Systems: Windows 11, Android, iOS, macOS, Linux
Security Tools: FortiGate, FortiOS, FortiManager (NSE 5), FortiAnalyzer, FortiClient, FortiSASE, Splunk SIEM, Security Onion, Suricata, Zeek, pfSense, Kali Linux, Wireshark, Firewall Administration, NAT, IDS/IPS, Web Filtering, Application Control, IPsec VPN, SSL VPN, SD-WAN, High Availability (HA), Certificate Operations, MITRE ATT&CK Framework, Playbooks & Runbooks, 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

- Provided Tier 1 technical support for Apple customers across the U.S. and Canada, supporting iPhone, iPad, MacBook, Apple ID, and iCloud services.
- Troubleshot software and account-related issues using structured diagnostic processes and Apple support tools, maintaining strong performance metrics in a high-volume environment.
- Assisted customers with Apple ID management, password recovery, device setup, and iCloud services including backups, syncing, storage management, and data recovery.
- Documented customer interactions, troubleshooting steps, and resolutions in internal ticketing systems following established escalation procedures.

- 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.

FortiGate Firewall & Network Security Lab (NSE 4)

- Configured FortiGate firewall policies, NAT rules, VIPs, and IP pools to control and inspect inbound and outbound network traffic.
- Deployed IPsec and SSL VPN tunnels to establish secure site-to-site and remote access connectivity.
- Implemented security profiles including Antivirus, Web Filtering, IPS, and Application Control to enforce layered network protection.
- Configured SD-WAN rules for performance-based link selection and traffic steering across multiple WAN interfaces.
- Monitored and analyzed network logs and events using FortiAnalyzer to support threat detection and incident response activities.

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

CompTIA Security+ **Certified**

CompTIA

CompTIA Network+ **Certified**

CompTIA

Fortinet NSE 5 – FortiManager Administrator **Certified**

Fortinet

Fortinet NSE 4 – Network Security Professional (FortiGate Administrator) **Certified**

Fortinet

Fortinet NSE 3 – Network Security Associate **Certified**

Fortinet

Fortinet Certified Fundamentals Cybersecurity (FCF) **Certified**

Fortinet

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