

— OPEN TO OPPORTUNITIES

Usama. Saifullah

IT Graduate & **Cybersecurity Professional** — Web Developer & ML Engineer

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01 Professional Summary

IT graduate and Google-certified Cybersecurity professional with 3+ years of experience in technical support, network administration, and secure web development. Proven ability to diagnose complex hardware/software issues, enforce organizational security protocols, and develop scalable applications. Adept in incident response, Active Directory management, and automating workflows using Python and modern frontend architectures.

02 Professional Experience

Peer Technical Support Specialist

2022 - 2025

The Shaikh Ayaz University, Shikarpur

- ▶ Collaborated with academic staff and 200+ students to diagnose and resolve Windows/macOS hardware, software, and TCP/IP network connectivity issues, maintaining 99% uptime across educational platforms.
- ▶ Delivered Tier 1 and Tier 2 technical guidance on institutional IT systems, authoring 20+ comprehensive Knowledge Base articles and SOPs to document resolution procedures and reduce repeat support requests by an estimated 30%.
- ▶ Logged, triaged, and resolved 100+ technical support tickets through systematic issue tracking, consistently achieving same-day resolution for critical academic system failures and reducing ticket backlog by 40%.
- ▶ Enforced campus-wide cybersecurity protocols by monitoring network access logs, applying timely security patches, and delivering security awareness sessions to staff and students.

TurtleBot3 Enhanced Navigation System

Engineered an autonomous robotics navigation system utilizing ROS Noetic and Python for real-time pathfinding and dynamic obstacle avoidance, deploying SLAM algorithms for precise environment mapping.

- ROS Noetic
- Python
- Autonomous Systems
- Robotics

Face Emotion Recognition System

Developed a real-time facial emotion recognition computer vision application using Convolutional Neural Networks (CNNs), Python, and OpenCV, successfully classifying 7 distinct emotional states from live video streams with high accuracy.

- Python
- CNNs
- Computer Vision
- Deep Learning

Bank Loan Prediction Model

Developed a predictive machine learning classification model using Python and Pandas; executed rigorous data preprocessing and feature engineering to evaluate financial datasets and predict loan approval outcomes.

- Python
- Machine Learning
- Pandas
- Data Science

Learning Management System (LMS)

Built a secure, role-based Learning Management System (LMS) using React and Next.js; implemented JWT user authentication, RBAC access controls, and RESTful APIs to deliver a security-first web architecture.

- React
- Next.js
- Authentication
- RBAC

Interactive Professional Portfolio

Designed and deployed a responsive, high-performance professional portfolio utilizing React, Next.js, and Tailwind CSS; optimized for SEO, accessibility, and integrated Vercel analytics.

- React
- Next.js
- Tailwind CSS
- Live

CYBERSECURITY & IT

- Network Administration
- Vulnerability Management
- Information Security
- IT Support & Troubleshooting
- Active Directory
- Linux
- Security Protocols
- Incident Response

PROGRAMMING & WEB

- Python
- JavaScript
- React
- Next.js
- Tailwind CSS
- RESTful APIs
- HTML / CSS

ML & ROBOTICS

- Convolutional Neural Networks
- ROS Noetic
- Autonomous Systems
- Computer Vision
- Matplotlib
- Data Analysis

05 Education

● Bachelor of Science in Information Technology (BSIT)

The Shaikh Ayaz University, Shikarpur

2022 - 2025 Completed

○ Bachelor of Science — B.Sc (Pass)

Shah Abdul Latif University

2018 - 2021 Completed

○ Intermediate — Pre-Medical

C & S Degree College, Shikarpur

Mar 2017 - Nov 2018 Completed

○ Matriculation — Science

Qazi Habibullah School, Shikarpur

Jan 2015 - Dec 2016 Completed

06 Certifications



Google Cybersecurity Professional Certificate

Google · Coursera · Oct 2025



Google Prompting Essentials Specialization

Google · Coursera · 2025



Visualization in Python (Matplotlib)

Coursera



1-Year Diploma in Information Technology

HMB Institute · 2021



Certificate in Information Technology (CIT)

Mehran Center · 2016