

Muhannad Alzughaibi

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SUMMARY

Cyber security professional with hands-on experience in SAP application support, SAP Basis administration, and IT operations. Bachelor's degree in cyber security with certifications including CompTIA Security+, eLearn Security Junior Penetration Tester, and INE Certified Cloud Associate. Skilled at troubleshooting complex technical issues, monitoring systems for security threats, and producing clear documentation that keeps teams running smoothly.

EXPERIENCE

Application Support Specialist

Arabian Mills, Saudi Arabia

Jul 2025 – Present

Material

- Provide technical and functional support for SAP **SuccessFactors** (HCM) and SAP **Management** (MM), resolving login problems, transaction errors, and data inconsistencies.
- Perform **SAP Basis** administration tasks, including user and role management, system monitoring, and transport/change management, to keep the SAP landscape stable and secure.
- Partner with the HR team to troubleshoot system-related issues and continuously improve workflows.
- Deliver user training on SAP features and best practices to drive adoption and reduce repeat support tickets.
- Maintain structured documentation of recurring issues and resolutions to support ongoing operational efficiency.

Information Technology

Abdullah Abdulrahman Al-Hathloul Company, Saudi Arabia

Dec 2021 – Dec 2024

- Delivered end-to-end IT support, including software and OS updates, hardware setup, and resolution of technical issues.
- Trained employees in internal systems and tools to improve day-to-day operational efficiency.
- Implemented security updates and patches to maintain system integrity and reduce vulnerability exposure.

EDUCATION

Bachelor of Cyber Security, Second Class Honors — GPA 4.73/5

Technical and Vocational Training Corporation

Dec 2022 – Dec 2024

Diploma of Cyber Security, Second Class Honors — GPA 4.54/5

Al Qassim University

Sep 2019 – Jan 2022

PROFESSIONAL CERTIFICATIONS

eLearn Security Junior Penetration Tester (eJPT)

Jan 2025

Core penetration testing techniques for identifying and mitigating vulnerabilities across digital assets.

CompTIA Security+

Dec 2024

Foundational cybersecurity principles and best practices for safeguarding systems and data.

INE Certified Cloud Associate

Feb 2025

Designing and implementing scalable, secure cloud solutions.

PROJECTS

CYSRUX — Network Vulnerability Scanner

Nov 2024

Built a portable network scanning tool, deployed on Raspberry Pi hardware, that identifies vulnerabilities on connected devices and provides mitigation recommendations for various network environments.

ADDITIONAL TRAINING

STC — Analyzing Cybersecurity Incident Response (7 hrs, Mar 2025): Practiced incident triage, scope/impact assessment, and rapid response decision-making.

ISC2 — Security Operations (8 hrs, Jan 2025): Covered core security operations, incident response, and threat management concepts.

IBM — Introduction to Cybersecurity Essentials (12 hrs, Jan 2025): Built foundational knowledge of cybersecurity principles, threats, and protective measures.

SKILLS

Network Security Monitoring: Monitoring network traffic to detect suspicious activity and potential security threats.

Documentation: Meticulous technical documentation using tools like Notion for clear, organized knowledge sharing.

Fast Typing: Touch typing at an average speed of 130 words per minute.