



## Adam Suleman

Student Support Lead | Aspiring Cloud Engineer

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[GitHub](#) | [LinkedIn](#)

### Work Experience

#### Student Support Lead (Jan 2025 – Present)

- Mentor and supervise support 3+ team members to ensure high-quality student assistance.
- Coordinate training sessions, manage escalated queries, and track performance KPIs.
- Develop and optimize support workflows and multi-channel communication (email, chat).

#### Student Support Rep (Nov 2023 – Jan 2025)

- Responded to student queries, logged cases, and followed up on issue resolution.
- Created an AI chatbot for the main e-learning site to automate common queries and improve response time.
- Developed help center templates using HTML/CSS, improving accessibility and structure for student guidance.
- Resolved 2,000+ tickets in one year with a CSAT (Customer Satisfaction Score) consistently above 90%.
- Maintained student data in CRM and collaborated with academic, technical, and administrative teams.

### Projects

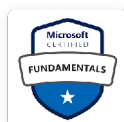
#### Azure Cloud Detection SOC Lab ([View on GitHub](#))

- Configured Azure resources including Sentinel for proactive threat detection with MITRE ATT&CK techniques and incident response following NIST 800-53/61 frameworks.
- Developed KQL queries for security metric extraction.
- Created custom analytics rules to generate alerts for suspicious activity.
- Reduced security events by 74.48%, enhancing digital asset security.
- Achieved a 97.33% reduction in syslog entries, ensuring overall security.

#### Security Assessment Report on University Website

- Analysed the website's architecture and conducted thorough vulnerability scans.
- Identified and reported security vulnerabilities.
- Provided actionable recommendations for mitigation.
- Utilised Kali Linux, Nessus, Metasploit, Snort and OpenVas.
- Contributed to the enhanced security and resiliency of the university's online platform.

### Certifications



- AWS Cloud Practitioner
- Blue Team Level 1 Junior Security Operations
- Microsoft Fundamentals AZ-900
- CompTIA A+

## Key Skills

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- Student support & onboarding
- Help desk / ticketing (CRM tools)
- Cloud & security fundamentals (Azure, AWS)
- Technical troubleshooting – Windows, macOS, Linux
- Communication, escalation, SOP implementation
- Incident tracking and KPI reporting