

Ali Musa

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EDUCATION

San Diego State University

Bachelor of Science in Computer Science

May 2025

San Diego Miramar Community College

Associate of Science in Computer Science

Associate of Science in Sociology

May 2023

PROFESSIONAL EXPERIENCE

Management Intern

June 2024 – August 2024

City of San Diego

- Gained experience with day-to-day municipal operations within various city departments.
- Assisted in outreach programs, boosting public participation in local city initiatives by 20%.
- Collaborated with interns to develop solutions to city challenges, presenting them to department representatives.
- Improved the city's Parks and Rec desktop/mobile websites, driving 30% more website traffic and interaction.
- Collaborated with 5 departments to address the Tijuana River environmental crisis, enhancing flood readiness protocols.

Student Assistant, Systems Support Group

May 2024 – Current

San Diego State University

- Troubleshooting and reconnecting computer peripherals, using ServiceNow to enhance system functionality.
- Conduct detailed research on equipment issues, documenting findings and resolutions to streamline support processes.
- Collaborating effectively with team members to address technical challenges and optimize IT infrastructure at SDSU.

Customer Service and Delivery Specialist

February 2022 – August 2023

Chick-fil-A, Mira Mesa, CA

- Managed 50+ daily delivery orders, achieving 95% customer satisfaction.
- Identified and resolved a mobile app loophole, enhancing system integrity.
- Streamlined onboarding to meet peak delivery demands maintaining order accuracy, boosting repeat business 40%.

EXTRACURRICULARS

Technical Outreach and Community Help Chair for SDSU National Society of Black Engineers Chapter

- Organized the Engineers Giving Opportunities Career Fair at SDSU, hosting over 1000 students and 50 companies.

Cultural Representative for the SDSU East African Student Association

- Organized and participated in a mock Somali wedding as part of a cultural showcase, included food and dancing.

CyborgSDSU

- Facilitating hands-on workshops led by industry professionals and developing skills in risk identification and mitigation.

SDSU CyberDefense Team

- Developing, deploying, and instructing about our own labs, imparting industry-ready skills, and utilizing Capture the Flag exercises to practice both attack and defense perspectives.

CERTIFICATIONS

SANS Institute Cyber Immersion Academy

June 2024

GIAC Foundational Cybersecurity Technologies Certification (GFACT)

- Comprehensive understanding of core concepts and skills essential for navigating the cybersecurity landscape.

GIAC Security Essentials (GSEC)

- Learned to implement and manage network/cloud security controls, effectively protecting an organization's information assets.

GIAC Certified Incident Handler (GCIH)

- Proficiency in the ability to manage and lead effective incident response efforts within an organization.

SKILLS

- **Skills:** Java, JavaScript, Python, SQL, C, C++, CSS, HTML, GitHub, MS Office, JAMF Pro Admin, ServiceNow
- **Languages:** English, Somali