# Fredrick Mordi

## Top Performing Software Engineer

✉ Fredrickmordi99@gmail.com   📞 737-367-9643   in https://www.linkedin.com/in/fredrickmordi

## Profile

Analytical and detail oriented IT professional with a strong foundation in data management, software systems, and technical support, currently advancing skills through a Master's in Cybersecurity. Experience in collecting, analyzing, and interpreting complex datasets to support research driven insights using SQL, networking protocols. Proven ability to implement process improvements, including reducing equipment repair costs by 30% through preventative maintenance programs. Adept at troubleshooting, optimizing system performance, and collaborating with cross functional teams to deliver reliable, customer focused solutions.

## Professional Experience

**Soc Analyst Intern,** *STEPHEN F AUSTIN STATE UNIVERSITY*                September 2025 – Present
- Assisting with monitoring security alerts and system logs in SIEM tools like sumologic to identify suspicious activity.
- Collaborating on in progress projects, including phishing email analysis exercises and SIEM rule optimization to reduce false positives.

**Teaching Assistant,** *STEPHEN F AUSTIN STATE UNIVERSITY*                August 2024 – Present
- Assisting professors with preparing lectures, grading and proctoring exams.
- Collecting, analyzing, and interpreting data for faculty-led research projects.
- Implemented and managed a preventative maintenance program for research equipment, reducing repair costs by 30% over 12 months and extending equipment lifespan
- Holding office hours to provide academic support and answer student question

**IT Service Desk Analyst,** *ZENITH BANK PLC*                May 2021 – May 2024
- Resolved an average of 30–50 user support tickets weekly using Zendesk, ensuring timely issue resolution and maintaining system uptime.
- Utilized SQL queries to retrieve and analyze user account and system log data, identifying patterns in login failures and permissions errors; provided faster resolutions and reduced repeat support tickets by 95%.
- Led the coordination of a critical system outage escalation by gathering data, communicating impact to Tier 2 engineers, and providing timely stakeholder updates, which resulted in faster resolution and improved user trust.

## Education

**Master of Science: Cybersecurity,** *Stephen F Austin State Univeristy*                August 2024 – May 2026

**Bachelors of Science : Computer Science and information systems,** *Babcock University*                August 2012 – June 2017

## Certificates

- ITIL V4
- AWS Cloud Practitioner- Currently Obtaining

## Skills

**Technical Skills**
Programming language: **Python**
Operating Systems: **Windows, Kali Linux**
Cloud: **AWS, Ping, Active directory, IAM roles, Ec2, S3, Lambda functions**
Databases: **SQL**

## Projects

**Car rental web application**                                   September 2025 – Present
Developed a car rental management system using **Python, LevelDB, and database management** to handle customer/dealer data, booking workflow, and transaction processing.

Features include: List of car inventory, signup and login page for customers, dealers.