Lewis Manzi

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Professional Summary

Certified entry-level cybersecurity professional with a strong foundation in information security, underpinned by extensive experience in customer-facing managerial roles. Achieved industry-recognised certifications and developed practical skills through hands-on labs and projects. Proficient in applying security tools, analysing network traffic, and aligning with industry frameworks. Highly adaptable, detail-oriented, and driven to continually deepen technical expertise to protect information assets and organisations.

Training and Accreditations

- Cisco Networking Essentials and Packet Tracer (Cisco NetAcad)
- CompTIA Network+ | CompTIA Security+
- Google Professional Certificates - IT Support | Cybersecurity
- Anti Siphon Training on CIS Controls 18
- AttackIQ Academy - (multiple short cybersecurity courses)
- TCM Academy – Security Operations 101 and Practical Help Desk (Target September 2025)
- ISO 27001 Lead Implementer (Target: June 2025) | Microsoft SC-900 (Target: July 2025)
- TryHackMe – Security Analyst Level 1 (SAL1) Certification (Target: Aug 2025)

Technical Skills and Practical Experience

Networking and Operating Systems:
- Proficient in TCP/IP networking, DNS, VPNs, routing, and device configuration. IDS/IPS concepts for network security hardening.
- Hands-on experience with Windows 10/11, Windows Server administration, Active Directory services, and Linux (Ubuntu, Kali, CAINE).

Security Tools and Technologies:
- Wireshark for packet capture, protocol dissection, and intrusion detection analysis. Familiar with Aircrack-ng and basic Python scripting experience for security automation tasks.
- Conducted comprehensive vulnerability scans using Nmap, Nessus, Nikto, and WPScan, identifying security risks using CVSS, EPSS and advising effective remediation activities.

Governance, Risk and Compliance:
- Understanding of GDPR, ISO 27001, PCI-DSS, CIS Controls, MITRE ATT&CK, and Cyber Essentials frameworks.
- Practical experience in policy development, risk assessment, incident response, and forensic investigations.

Digital Forensics and Security Architecture:
- Conducted simulated digital forensic investigations using Autopsy, FTK Imager, and Digital Forensics Framework (DFF) to recover artefacts from compromised systems.
- Built and secured LAMP stacks using both current and legacy software versions to evaluate and demonstrate layered vulnerabilities in web applications.

Competency Based Training Environments:
- Completed 129 cybersecurity labs on Immersive Labs, earning 3,890 points and 3 achievements
- TryHackMe to develop skills in vulnerability exploitation, and privilege escalation

Education

- Higher National Certificate (HNC) in Cyber Security & Forensics – Grade A
- Higher National Certificate (HNC) in Business Management – Grade C
- Scottish Higher Awards – Computer Systems Architecture and Business Management
- National Progression Award – Cyber Security, Networking & Forensics
- Scottish Standard Grades – Modern Studies, Business Management, Chemistry, English, Mathematics, Physics, Technological Studies (Credit Grades)

Professional Experience

IT & Cybersecurity Contractor – Varmdo (UK, Remote) **Nov 2024 – Present**

- Redesigned operational systems to improve service delivery efficiency across maintenance, guest services, and housekeeping functions.
- Implemented AI-driven dynamic pricing strategies and expanded digital marketing channels, increasing quarterly revenue by 164%.
- Established a governance and risk management system for legal compliance, financial planning, and secure client data management.
- Reengineered CRM workflows to support strategic marketing initiatives and enhance record security.

Assistant Manager – Kildonan Lodge Hotel (Edinburgh, Scotland) **July 2023 – Nov 2024**

- Managed multi-vendor reservation systems, ensuring exceptional customer service delivery and optimised administrative efficiency.
- Directed stock and supplier operations, maintaining high-quality standards.
- Led a forensic audit of 18 months of financial records, improving invoicing accuracy and traceability.

IT & Cybersecurity Consultant – Project Based (Remote) **Sep 2019 – July 2023**

- Conducted Cyber Essentials gap analysis and delivered a prioritised remediation plan with risk register and tracker.
- Designed and deployed a Windows Server environment supporting ADDS, WDS, group policies, architected segmented wireless guest networks and tested using Windows Server BPA.
- Architected IT and security systems for a startup business, optimising for cost efficiency and operational resilience.

Customer Service Associate – Trafalgar Tavern Ltd. (London, England) **Jan 2019 – Sep 2019**

Ensured excellent customer experience; supervised cash handling and trained staff in service protocols.

Regional Store Manager – Sushi World (Sydney, Australia) **Feb 2017 – Dec 2018**

Oversaw multi-store operations, ensuring safety compliance and optimising performance. A supplier cyber incident sparked my interest in cybersecurity & led to implementing awareness training for store managers.

Assistant Manager – Scotmid Co-operative (Montrose, Scotland) **Sep 2015 – Jan 2017**

Supervised inventory control and staff scheduling; ensured compliance to standards and sales targets.

Operations Manager – TNT Special UK (Byfleet, England) **Oct 2014 – Aug 2015**

Directed daily route planning and payment processes; maintained data confidentiality and compliance.

Customer Service Agent – South West Water (Devon, England) **Oct 2013 – Sep 2014**

Provided account support protecting customer data integrity; achieved 90% first-contact resolution rates.

Commercial Apprentice – GE Oil & Gas UK Ltd. (Montrose, Scotland) **Aug 2007 – Sep 2013**

Completed commercial apprenticeship, including departmental rotations in operations, logistics, quality, manufacturing, and admin. Co-ordinated equipment repairs on subsea production systems.