Fayad K. Hassan

Operations manager, and the builder of the systems the operation runs on

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Summary

Runs operations for a vehicle recovery company and its heavy equipment rental arm, with the P&L for the rental side, and builds the systems both run on: dispatch, CRM, e-signed contracts, John Deere telematics and the reporting behind them. Before that, ran operations for a 14-truck interstate freight carrier. Independently, a security researcher credited by eight vendors and an open source intelligence analyst whose research has contributed to reporting published by ZEIT Online.

> **Credited by eight vendors:** Google (Vulnerability Reward Program, high-severity P2 finding), Nokia, Tesla, SpaceX, Keeper Security, Mattermost, Privy and the UK Health and Safety Executive.

Experience

Operations Manager
June 2025 to present

Safe Harbor Tow, vehicle recovery with a heavy equipment rental arm

- Run daily operations: dispatch, driver scheduling, insurance and claims, and customer escalation.
- Manage motor-club and direct-call intake in Towbook, with Samsara and Verizon Connect Reveal telematics for live tracking, job assignment and billing to motor clubs including Agero, AAA, Allstate, Geico and Urgently.
- Schedule preventive maintenance across the truck and equipment fleet; handle impound, lien and licensing paperwork; negotiate rates with vendors, motor clubs and commercial accounts.
- Carry full operational and **P&L responsibility for King Equipment**, the heavy equipment rental arm: bookings, fleet logistics, pricing and delivery. Report directly to the owner on operations, fleet performance and cost.
- Lead the IT team and **built the systems the business runs on**: the customer website with its admin and CRM, e-signed contracts, a John Deere Operations Center telematics integration, and a Google Ads pipeline that feeds dispatch directly.

Operations Manager
2024 to 2025

MTA Transport LLC, interstate freight

- Planned routes, lanes and load assignment for a **14-truck interstate fleet**, and coordinated drivers and delivery schedules across long-haul operations.
- Held **DOT and FMCSA compliance**: hours of service, ELD records, driver-qualification files and IFTA reporting.
- Oversaw billing, driver settlements and cost control.
- Stood up Power BI reporting on load profitability, fleet utilisation and cost per mile, replacing manual spreadsheets and giving dispatch same-day visibility of operating cost.

Open Source Intelligence Analyst
2022 to present

Investigative journalism, freelance

- OSINT and data analysis on investigative assignments covering the war in Sudan; research contributed to reporting published by **ZEIT Online**.
- Built collection and verification tooling with open source libraries and custom Python for geolocation, source authentication and misinformation checks.

Independent Security Researcher
2020 to present

Bug bounty and coordinated disclosure, on Bugcrowd, HackerOne and vendor programmes

- Find and report web application vulnerabilities through vendor programmes, from reconnaissance to coordinated disclosure, with paid bounties alongside hall of fame placements.
- **Google** Vulnerability Reward Program Hall of Fame for a high-severity (P2) finding, and the **Nokia** Coordinated Vulnerability Disclosure Hall of Fame (May 2026).
- Bugcrowd hall of fame listings with **Tesla, SpaceX, Keeper Security and Mattermost**; on HackerOne, a resolved and paid report for Privy on wallet-policy enforcement and a credited finding for the UK Health and Safety Executive.

Earlier

- **Data Analyst, Al-shai Medical** (2019 to 2022): inventory control, sales analytics and KPI reporting.
- **Field and Risk Analytics, humanitarian programmes** (2020 to 2021): field data collection and community programme support.

Skills

Operations and logistics	Fleet and dispatch management, Towbook and dispatch platforms, motor-club billing, route and load planning, driver scheduling, DOT and FMCSA compliance, preventive maintenance, insurance and claims, impound, lien and licensing, rate and vendor negotiation, P&L and cost control, SOP development
Systems	System design, IT team leadership, SQL (SQL Server, MySQL, PostgreSQL), Python (pandas, requests, BeautifulSoup), PHP, Power BI, fleet telematics (Samsara, Verizon Connect Reveal, John Deere Operations Center), API integration and automation, CRM and admin tooling
Security and intelligence	Web application vulnerability research, OSINT and digital investigations, reconnaissance, geolocation and source verification, Burp Suite, nuclei, Maltego, SpiderFoot, theHarvester, Shodan

Education and languages

BSc, Information Technology, University of Science and Technology (UST), Sudan. Studies interrupted by the conflict. 2026

Languages: Arabic (native), English (professional, business and technical)