

# Abdullahi Wadi

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## OVERVIEW:

**Cloud Support Associate** with hands-on experience in **AWS services, cloud troubleshooting, and IT support**. I work with AWS to deploy and manage resources like EC2, S3, IAM, CloudWatch, and CloudTrail, while supporting both cloud and on-prem systems. I've configured IAM policies, secured S3 buckets, troubleshooted network and connectivity issues, and helped end users resolve cloud support requests. I hold **AWS Certified Solutions Architect – Associate** and **AWS Cloud Practitioner** certifications, and have practical experience implementing secure remote access and automated cloud monitoring.

## PROJECTS:

### AWS Security

- Deployed **OpenVPN on AWS EC2** for **secure remote access**, implementing encryption and MFA for authentication.
- Implemented **automated security monitoring (CloudWatch, CloudTrail)** and enforced **IAM least privilege policies**.
- Configured **S3 bucket security controls** to prevent unauthorized access and ensure compliance with data protection standards.

## EDUCATION/CERTIFICATIONS:

**San Diego State University**--*Bachelor of Science in Management Information Systems*

- **Certifications:** AWS Certified Solution Architect-Associate| AWS CCP| Google Cybersecurity Specialization

## PROFESSIONAL EXPERIENCE:

**IT End User Support** | **Present** | ASML | San Diego, CA

- Provided **Tier 1/Tier 2 IT security support** to 50+ users daily, troubleshooting hardware, software, and **authentication issues** using **Active Directory, SailPoint (IAM), and CyberArk**.
- Configured and managed **diskAshur PRO3 encrypted drives**, ensuring **secure data migration and compliance with security protocols**.
- Utilized **CrashPlan** for secure **data backup and recovery**, preventing data loss and ensuring business continuity.
- Managed **pre-deployment, setup & configuration** of new systems, imaging and configuring **9+ computers daily** (~180 per month).
- Resolved network access issues, using **IManager** and troubleshooting **mapped network drives** to restore connectivity.
- Used **Software Center** to install and manage security updates, ensuring all endpoints were patched and protected.

**IT Support Analyst** | **Nov 2023 – June 2024** | San Diego State University | San Diego, CA

- Assisted in **network security monitoring and incident response**, leveraging **Extron Global Viewer Enterprise** to reduce system downtime by **20%**.
- Managed and resolved **300+ ServiceNow security-related tickets monthly**, improving overall cybersecurity awareness and compliance.
- Strengthened endpoint security by configuring **Mac and Windows devices** across **180+ learning environments**, optimizing IT security for **120,000+ students**.
- Collaborated on a **\$11M cost-saving initiative**, implementing **IT security controls** that enhanced data protection and system resilience.