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Ahmad Mohammed

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PROFESSIONAL EXPERIENCE

South Shore Hospital - Senior Network Admin Chicago IL - April 2024

- Led the planning and execution of a full-scale wireless network overhaul, enhancing coverage and reliability throughout the organization.
- Proficient in configuring and troubleshooting advanced protocols like BGP, OSPF, and multicast protocols, ensuring optimal network performance.
- Designed and implemented robust network architectures integrating intra-DC and inter-DC connectivity, enhancing redundancy and scalability.
- Provided expert-level troubleshooting and resolution of VPN connectivity issues on Checkpoint and Palo Alto firewalls, ensuring secure remote access for all users and vendors..
- Collaborated with the CIO to enhance hospital security through both technical upgrades and comprehensive reviews of BAA (Business Associate Agreements), aligning with healthcare compliance standards.

Proxit MSP - It Network specialist La grange IL -Sep 2022-Feb 2024

- Managed information technology and cybersecurity services for diverse clients in a managed service provider environment, ensuring timely resolution of tickets and implementation of security patches.
- Proactively managed client expectations by providing regular updates on task completion progress, resulting in increased client satisfaction and retention.
- Collaborated with a team of 4 coworkers to effectively manage workload, escalating tickets and closing stale ones promptly to maintain service quality.
- Led successful project implementations, including server installs, firewall installs, switch installs, and VLAN configurations, ensuring seamless integration and minimal downtime.
- Documented technical repairs and peculiar tickets to enhance knowledge base, facilitating faster issue resolution and improving team efficiency.
- Provided expert advice to clients and management on best IT and cybersecurity practices, leading to the implementation of a successful phishing protection campaign that significantly reduced security risks.
- Served as a point of contact for critical client technical issues or outages, swiftly resolving network outages and minimizing production disruptions.

LLC meadows holding -IT technician Orland park IL- June 2016-August 2022

- Responsible for assisting customers over the phone on how to resolve technical problems efficiently.
- Led a project team responsible for successfully migrating production data from local environments to a cloud environment, ensuring seamless transitions and minimizing downtime for hundreds of customers.

- Managed Cisco and Unifi firewalls to implement network and security changes, maintaining a stable and secure environment while ensuring compliance with industry standards
- Collaborated with cross-functional teams to execute network updates on servers, switches, firewalls, and radio towers, enhancing network performance and scalability.

Walgreens Pharmacy - *Senior Pharmacy Technician*; Palos Hills IL October 2019-december 2021

- Oversaw the helping of incoming patients and everyday procedures
- Provided fast and reliable phone service for patients and physicians
- Coordinated the training of new pharmacy technicians making the transition smooth
- Headed the ordering operation of the pharmacy ordering necessary medication for the next business day

PORTFOLIO

<https://ahmadmohammed97.github.io/>

EDUCATION

Moraine Valley community college - Palos Hills, IL August 2019- July 2021
Completed a Associates in Applied Science

CERTIFICATION

Cisco Certified Network Associate (CCNA) — Cisco
Issued: September 2024 | **Expiration:** September 2027

Cisco Certified Network Professional (CCNP) Expected February 2024

SKILLS/INTERESTS/MISCELLANEOUS

Expert in networking technologies: **MP-BGP**, **VxLAN**, **EVPN**, and **QOS** technologies.

Programming and Automation: Proficient in Python, Shell scripting, and ZTP automation.

Hands-on experience with **Arista**, **Juniper**, **Checkpoint**, **Palo alto** and **Cisco**