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# Ahmad Mohammed

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## PROFESSIONAL EXPERIENCE

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### **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 troubleshooting, implementing, optimizing, and testing static, dynamic, and multicast routing protocols, including EIGRP, OSPF, BGP, PIM, and IGMP. Skilled in diagnosing and resolving complex routing table issues
- Managed and configured advanced data center networking infrastructure, including Cisco Nexus switches and Catalyst 9000 series switches, improving overall performance and network security.
- Provided expert-level troubleshooting and resolution of VPN connectivity issues on Checkpoint and Palo Alto firewalls, ensuring secure remote access for all users.
- Spearheaded the implementation of a DocuSign system, working closely with HR to streamline document signing processes across the hospital, significantly reducing processing times.
- 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

## **EDUCATION**

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

## **EDUCATION**

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

**Cisco Certified Network Professional (CCNP)** Expected December 2024

## **SKILLS/INTERESTS/MISCELLANEOUS**

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Proficient in Powershell/CMD, Kaseya VSA, ITglue, Microsoft office: Excel, Word  
Native english speaker fluent in arabic  
Interests: World History, Blacksmithing, Fitness, Cybersecurity