Hasannien M. Ferhood

**Greater Seattle Area | (206) 397-7807 | ferhood83@gmail.com**

System Engineer, Arabic Interpreter, and Cybersecurity enthusiast offering over 4 years of proven experience in the private and educational sectors. Experience in change management, incident management, system administration, design, and implementation for Windows server Systems, Linux, and networking. In-depth technical knowledge of windows Hyper-V virtualization, application support and storage support.

**Technical Skills**: TCP/IP, DNS, DHCP, WAN/LAN, Windows Environment, Ubuntu, Kali Linux, Virtualized Networks, Cloud Management, Network Monitoring, System Monitoring.

**Soft Skills**: Interpersonal Skills, Communication, Collaboration, Troubleshooting, Perceptiveness, Customer Obsessed, Problem Solver, Detail Oriented, Critical Thinking, Decision Making.

**Hard Skills**: Project Management, System Administration, Network Configuration, Software Installation, Security, Cisco, Technical Support, Updates, Vulnerability Management, Research, Vendor Management, SAN Storage.

**Education**

**Highline College, Des Moines, WA**

* Bachelor of Applied Science (BAS) Cybersecurity and Forensics - Honor Graduate
* Associate of Applied Science in Network Security Engineering – Honor Graduate

**Certifications**

* Certified Penetration Testing Engineer (CPTE) – Mile2
* Certified Cisco Entry Network Technician (CCENT) - Cisco
* Azure Fundamentals Certification (AZ-900) - Microsoft

**Experiences**

People Tech Group, Redmond WA May 2019 – July 2020

**System and Network Engineer** (Microsoft Datacenter)

* Respond to incidents within Microsoft critical environment that includes over 100 business critical applications and windows server 2012, 2016, and 2019 support. (<10 daily tickets)
* Regularly interact with customers and users from all the global sites to analyze and resolve the system errors, workflow errors, permission error, etc.
* Create and share documentation on installation and change procedures for change management.
* Interact with management and MS staff to provide analytical and technical assistance for continuous improvement of IT solutions.

Best Auto Sale, Kent WA, December 2007 – January 2019

**IT Helpdesk**

* Provided daily technical support for e-mail, network connectivity, peripheral equipment, and system maintenance.
* Deployed, maintained and operated numerous devices such as PCs, data projectors, iPads, smartphones, and sound systems.
* Assisted in the installing and maintenance of the networking infrastructure. Helped transition wireless network from hot-spots to 100% signal coverage by installing and upgrading switches, APs and routing Cat5 cable.
* Provided sales representatives of client that manufactured electronic devices with technical support on Microsoft Outlook, printers, and network connections. Responded to inbound calls.

L3 communications , Iraq June 2004 – July 2007

**US Army Interpreter/ Culture advisor**

* Providing linguistic support for the military operations and interpret during interviews, meeting and conferences.
* Interprets and translates written and spoken communications.
* Transcribes and analyzes verbal communications.
* Performs document exploitation scans, researches, and analyzes foreign language documents for key information.
* Translates and gist foreign language documents.
* Identifies and extracts information components meeting military information requirement list criteria.
* Possesses a sharp eye for detail, precise thinking, ability to make close, analytical judgments and ability to work under pressure and meet deadlines.