**MOHAMMED SADIK**

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**PROFESSIONAL SUMMARY**

Information Technology (IT) Specialist over 5 years of proven ability to identify, analyze, and resolve issues while communicating effectively, escalating as necessary, and collaborating with multiple levels of management and diverse cultural audiences. Consistently achieved exceptional and measurable results while leading teams in a high-pressure environment in a military capacity. Identified risk upon multiple lines to protect assets, property, and equipment valued over $1M while exceeding the expectations of senior leadership.

* Network Security
* Information Assurance
* Regulation Implementation
* Network Design
* Server Administration
* Communications Security
* Intrusion Detection
* Preventative Maintenance
* Wireless Networks

**TECHNICAL COMPETENCIES**

**Software**:

Microsoft Office 365, SharePoint, Google Docs

**Enterprise Applications**:

PeopleSoft, CRM

**Operating** **Systems**:

Linux, Mac, Windows Server 2008

**Programming:**

Java; HTML; CSS; C++; Visual Basic

**Networking**:

LAN, WAN, VPN, Wireless, Switches, Routers, Wi-Fi

**Processes:**

Change Management, Imaging, OSI Model, Active Directory

**KEY ATTRIBUTES**

Independent and Team Player:Enjoy collaborating with colleagues, as well as completing tasks independently. Eager to motivate and inspire others to deliver their best.

Organized and Motivated:Skilled in maintaining order. Able to seamlessly multi-task long and short-term priorities to generate desired results.

**RELEVANT EXPERIENCE**

**Customer Service**

* Provided customer service to clients, educating them on the products and aiding whenever needed; presented professional demeanor to customers.
* Listened to requests and provided conflict resolution and guidance for customers; communicated with customers and tended to their needs while focused on goals.
* Promoted a collaborative learning environment; differentiated between situational needs and opportunities for customer service; increased customer retention.
* Organized and planned strategies to increase operations; connected core concepts and implications of service excellence; conveyed meaningfulness.

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**Digital Information Operations**

* Mitigated security threats, hardware malfunctions, and network safety for company personnel which increased efficiency and functionality.
* Facilitated and monitored network protocols that increased the security of the systems; ensured intrusions and vulnerabilities were minimized.
* Identified and resolved errors, discrepancies, and omissions as necessary; maintained and ensured accurate and complete operational information flow.
* Provided computer help desk support communications for end-users; transferred data files of information to appropriate processing systems.

**Administrative Operations**

* Typed documents, distributed memos, and reports; distributed information to internal and external agencies; provided clear insight to leadership.
* Analyzed quantitative and qualitative data and developed conclusions; utilized the working knowledge of research and analysis techniques; increased efficiency.
* Managed confidential information and records without error; provided compassionate and professional developmental guidance for company personnel.
* Conducted and fostered a customer-first atmosphere; restructured duplicated efforts and increased productivity; with no loss of effort.

**Operations Coordination**

* Created and implemented operational protocols utilizing protection programs and current regulations decreased operational interruptions.
* Configured hardware, operating system software, and peripherals; maintained network continuity with no loss of connectivity or functionality.
* Optimized personnel profiles, emails, logins and granted access to various operating systems for the organization with no loss of operational data.
* Maintained operational schedules and data for company personnel which ensured a structured and safe environment; increased transparency.

**EDUCATION**

AS in Administrative Management and IT | Central Washington University

Certificate in Cyber Security

**VOLUNTEER EXPERIENCE**

Community Service Member | Iraqi Community Services