**MOHAMED HUSSEIN|CCNA R&S (2019)**

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|  |  | **Projects**   * Network design (using GNS3) of a small home office with 5 devices, implemented separate VLAN’s, EIGRP routing protocol and Cisco c7200 router serving as DHCP server * With Packet Tracer, expanded on this topology to include a WAN link to another office, including 5 subnets, BGP and second site utilizing OSPF. Included an Active Directory lab to practice file sharing and general administration |

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|  |  | **Skills**   |  |  | | --- | --- | | * Network: TCP/IP Model, Network Management and Security, Cisco Routing/ Switching, Subnetting, DHCP, DNS, EIGRP, OSPF, BGP * Helpdesk support: Active Directory, Office 365 (Word, Excel, SharePoint) with ConnectWise ticketing system | * System maintenance * Excellent communication skills | |

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|  |  | **Work History**  Systems Administrator | SWAT Systems - Seattle, WA *01/2020 - Current*   * Supported and lead triage engineer of service requests, primarily relating to technical issues involving Microsoft's core business applications and operating systems (Office 365, Azure Active Directory) * Installed, configured ongoing usability of computers, business equipment, and software * Utilized remote monitoring and management system alerts/notifications, and respond accordingly via service tickets * Disaster recovery solutions * Identified training needs, performed new user IT training and communication of IT policies and standards to improve end user experience * Monitored service level agreements, performed audits, and reported findings to management * Participated in on-call support for off-hour issues, enterprise-wide IT projects and initiatives and assist in inventory management of computers and other personal hardware assets   Carpenter/Technician | Fuller Construction – Seattle, WA *03/2019 - 12/2019*   * Part of a small team of craftsmen overseeing rough framing and finish projects including but not limited to gutting old property, casing for inside moulding, etc.. * Supported team in managing large scale installations and implementation * Followed up with clients on any immediate issues or concerns * Assisted with Office networking issues   Project Coordinator | University of Hail - Hail, Saudi Arabia *02/2014 - 02/2019*   * Liaison between Director's office and English Department; supervised 25 teachers * Coordinated teaching schedules and loads and facilitated interdepartmental communications * Responsible for preparing intermediate level writing packs, standardized lesson plans across levels |

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|  |  | **Education**  Arizona State University - Phoenix, AZ *2013*  Bachelor of Arts: English Literature & Composition  CCNA, Cisco Certified Network Associate (2019) |

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|  |  | **Professional References**  Zheray Roberts | SWAT Systems – System Administrator   * zheray94@icloud.com – 4255894469   Bashir Ahmed | Masonite – LEAN Engineer   * bashir.h404@gmail.com– 2532049866   Liban Mire | Texas Instruments – Applications Engineer   * libanh@uw.edu– 2064037047 |
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