

Faisal Alhuzali

Aspiring System Administrator

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Personal Portfolio: falhuz.github.io/portfolio.html | linkedin.com/in/faisalalhuzali

Professional Summary

Computer Science graduate with proven ability to deliver measurable results in system administration and IT operations. Engineered automation solutions that reduced manual deployment time by 30% during traineeship, while resolving 70+ IT incidents with 95% first-contact resolution rate. Maintained 99.9% availability for virtual servers and streamlined identity management for 100+ employees using Active Directory, PowerShell, and VMware. Combines technical expertise with strong communication, analytical problem-solving, and collaboration skills—seeking a Junior System Administrator role to ensure reliable, user-focused IT operations.

Technical Skills

| | |
|-----------------------------------|--|
| Languages | Arabic (Native), English (Intermediate) |
| System Administration | Windows Server, Active Directory, Group Policy, Patch Management, Backup & Recovery, ITIL Processes |
| Automation & Scripting | PDQ Deploy, PowerShell, Bash |
| Virtualization | VMware vSphere |
| Monitoring & Helpdesk | ManageEngine ServiceDesk Plus, AD360 |
| Cloud | AWS (EC2, IAM, S3) |
| Programming | Python |
| Version Control | Git |
| Certifications | AWS Cloud Practitioner, DevOps on AWS, Databases (Coursera) |
| Courses | Google Career Course – System Administration and IT Infrastructure Services, DevOps with Kubernetes, Mastering Docker |

Professional Experience

Saudi Food & Drug Authority

Sep 2025 — Dec 2025

System Administrator Trainee

- Engineered automated software deployment for 50+ endpoints using PDQ Deploy and PowerShell, achieving 30% reduction in manual deployment time.
- Resolved 70+ Level 1 & 2 IT incidents with 95% first-contact resolution by diagnosing issues via ManageEngine ServiceDesk Plus.
- Streamlined identity management for 100+ employees by centralizing Active Directory user lifecycle and access controls.
- Maintained 99.9% availability for virtual servers through VMware vSphere configuration and maintenance.

Self-employed

Jan 2017 — June 2018

Mobile Software Technician

- Diagnosed and repaired OS-level issues on various mobile devices, restoring full functionality and ensuring client satisfaction
- Performed firmware updates and OS restoration, extending device lifespan and improving performance
- Communicated technical solutions clearly to clients, demonstrating patience and customer-focused approach
- Developed strong troubleshooting and problem-solving skills across multiple device platforms

Technical Projects

Kubernetes Cluster Deployment

- Your project descriptions should be detailed enough to give a clear picture of your project, technologies used, and functionalities implemented, but concise enough to keep the reader's attention.

Personal Portfolio

GitHub Link: falhuz.github.io/portfolio.html

- Designed and built a self-hosted professional portfolio website using HTML, CSS, and JavaScript. Deployed via GitHub Pages to showcase technical projects and establish an online professional presence.

Education

Bachelor of Computer Science

June 2019 — Jan 2026

Taif University

- Relevant coursework includes Web Development, Database Systems, Machine Learning, Data Structures, and Algorithms.