

# Faisal Alhuzali

## Aspiring System Administrator

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Personal Portfolio: [falhuz.github.io/portfolio.html](https://falhuz.github.io/portfolio.html) | [linkedin.com/in/faisalalhuzali](https://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

<b>Languages</b>	Arabic (Native), English (Intermediate)
<b>System Administration</b>	Windows Server, Active Directory, Group Policy, Patch Management, Backup & Recovery, ITIL Processes
<b>Automation &amp; Scripting</b>	PDQ Deploy, PowerShell, Bash
<b>Virtualization</b>	VMware vSphere
<b>Monitoring &amp; Helpdesk</b>	ManageEngine ServiceDesk Plus, AD360
<b>Cloud</b>	AWS (EC2, IAM, S3)
<b>Programming</b>	Python
<b>Version Control</b>	Git
<b>Certifications</b>	AWS Cloud Practitioner, DevOps on AWS, Databases (Coursera)
<b>Courses</b>	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](https://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.