

Ahmad Masoud

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Professional Summary

Results-driven IT professional with a strong background in automation, RMM systems, patch management, monitoring, and security. Experienced in leveraging PowerShell, SQL, and cloud-based technologies to improve operational efficiency, reduce ticket volumes, and enhance system reliability. Proven ability to streamline IT processes through automation, proactive monitoring, and infrastructure optimization.

SKILLS

Active Directory, Azure, BDR, Data Visualization, Excel, Hyper-V, Project Management, Python, RMM Systems, SQL, VMware

EXPERIENCE

The 20 MSP

Plano, Texas

System Administrator

November 2024 – Current

- Administer and automate RMM systems (Kaseya BMS, ConnectWise) to enhance proactive issue resolution and minimize tickets per endpoint.
- Manage patching, antivirus, and monitoring solutions for 300+ client endpoints, improving system reliability.
- Oversee backup and disaster recovery (BDR) solutions, ensuring business continuity and aligning RPO/RTO objectives with client needs.
- Utilize PowerShell and SQL scripting to collect and analyze IT system performance, driving automation and proactive support strategies.
- Develop and optimize deployment technologies to automate workstation rollouts and ensure consistency across environments.
- Design and maintain IT documentation for system configurations, backup procedures, and automation workflows.

Junior System Administrator

Feb 2024 – November 2024

- Managed Active Directory & Azure AD, ensuring secure identity and access control.
- Developed and executed patch management schedules, reducing security vulnerabilities and downtime.
- Automated system reports using SQL queries to provide insight into backup status, endpoint health, and security compliance.
- Supported the implementation of Office 365, Azure storage, and backup disaster recovery (BDR) solutions, improving efficiency by 40%.
- Created PowerShell scripts to streamline onboarding and endpoint configuration, reducing setup times.

IT Support Desk Technician

Apr 2023 – Feb 2024

- Provided network and endpoint support for over 500+ devices, ensuring high availability and security.
- Managed IT documentation, including backup policies, system configurations, and troubleshooting guides.
- Gained hands-on experience in SQL and RMM systems, supporting data-driven infrastructure decisions.
- Mentored junior IT staff, reducing resolution times by 10% through knowledge sharing and process improvements.

EDUCATION

University of North Texas - MS Computer Science - Pursuing Degree

Denton, Texas

- **Related Coursework:** Software Development, Analysis of Computer Algorithms, Fundamentals of AI, Data Mining, Machine Learning and Methods in Empirical Analysis.

Collin County Community College District - BAT Cybersecurity

Frisco, Texas

- **Related Coursework:** CCNA, Computer System Forensics, Cryptography, Digital and Device Forensics, Cyber Privacy, Penetration Testing, Mobile Technologies, Cyber Defense Operations, Virtualization, Cloud Security.

PROJECTS

Stock Risk Classifier

Jan 2024 – May 2024

- Implemented SVMs with Radial Basis Function to capture nonlinear relationships in stock data and effectively classify risk levels.
- Scripted the stock price classifier model and obtained a prediction accuracy of 82.6%

Azure-Cloud Migration

Jan 2023 – May 2023

- Designed a scalable and resilient cloud architecture on Azure, leveraging services such as Azure Virtual Machines, Azure App Service, Azure SQL Database, and Azure Storage to meet performance, availability, and cost objectives.
- Led college team in migrating on-premises infrastructure to Microsoft Azure, enhancing accessibility, scalability, and performance of academic and research IT services.