Ash Kavousi

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Professional Summary

Resourceful IT/OT Systems Engineer and Technical Leader with extensive experience across MSP, enterprise, industrial, and mining environments. Specializes in designing and implementing secure, high-performance infrastructure that bridges IT and OT, delivering scalable solutions that improve performance, enhance cybersecurity, and reduce operational risk. Experienced in Microsoft Azure, VMware, networking (enterprise & OT/ICS), cybersecurity, and hybrid IT environments. Certified in CCNA, MCSE/MCSA, and ISO 27001 Lead Implementer/Auditor; CISSP certification anticipated February 2025.

Work Experiences

Newmont

Infrastructure Engineer | Jan 2022 – Dec 2022

Supported Newmont's Cadia mine, one of Australia's largest and most technologically advanced gold-copper operations, maintaining critical IT and OT infrastructure in a 24/7 production environment.

Managed and optimized servers, storage, virtualized environments (VMware), and cloud services (Microsoft Azure), while supporting a large-scale surface and underground industrial network comprising wired, wireless, microwave, and private LTE systems shared across Production, Automation, and Business operations.

ICS/OT Network & Cybersecurity Advisor | Jan 2023 – Present

Transitioned to the Australia Regional Infrastructure Team in 2023 to support broader OT operations, infrastructure improvements, and cybersecurity initiatives across multiple sites.

Collaborated with cross-functional IT, OT, and cybersecurity teams to standardize infrastructure practices, uplift security posture, and introduce modern, resilient solutions across the regional network.

Key Achievements:

- Configured and integrated Eaton modular UPS into centralized monitoring and alerting system.
- Implemented and customized NetBox for centralized ITAM/IPAM for Process Control.
- Designed and deployed virtualized testing environment on VMware ESXi for OT application validation.
- Contributed to OT/IT network segmentation project, auditing VLANs/VRFs and supporting switch replacement planning.
- Assisted in migration from Forescout to Claroty platform for OT cybersecurity.
- Supported implementation of OT network zoning and micro segmentation to enhance security and reduce operational risk.
- Conducted Active Directory audit for Process Control domain, improving security posture.
- Designed and deployed remote access infrastructure for SAOC operators with HA RDS and session broker across non-federated AD domains.

The Missing Link

Senior System Engineer | Jul 2020 – Aug 2022

The Missing Link is a leading MSP specialising in modern workplace and cybersecurity solutions for mid-to-large enterprises. Worked within the Solutions Team, partnering closely with the sales and technical teams to design and deliver Microsoft cloud-based and hybrid infrastructure solutions tailored to client requirements.

- Assessed client environments, identified infrastructure gaps, and developed optimized SaaS, IaaS, and hybrid solutions aligned with business and security goals.
- Delivered cloud migration, infrastructure modernization, and data protection projects leveraging Microsoft technologies.
- Enhanced client security posture through deployment of Intune/MEM, Conditional Access, MFA, SSO, geo-blocking, and patch management strategies.
- Conducted cybersecurity assessments, provided remediation guidance, and implemented compliance-aligned policies to safeguard critical systems and data.
- Led cross-functional project delivery, including VM migrations between private clouds and end-to-end deployment of secure modern workplace environments.

5G Networks

Network Engineer | Jan 2017 – Jun 2020

Following 5G Networks' acquisition of Anittel's communications division, joined the Core Network Team as a Network Engineer, supporting enterprise clients across diverse industries.

- Supported and maintained mission-critical network and communication systems across on-premises, cloud (SaaS/PaaS), and hybrid environments.
- Designed and implemented resilient network architectures to ensure availability, scalability, and performance for business operations.
- Managed and secured connectivity for remote and hybrid users, deploying VPN, identity-based authentication, and network access control solutions.
- Provided Level 3 network escalation and troubleshooting across LAN, WAN, and edge infrastructure, ensuring minimal downtime.
- Monitored, analysed, and optimised network performance, routing, and security policies to meet SLA and compliance requirements.
- Collaborated with service providers, third-party vendors, and contractors to deliver network projects on time and within scope.
- Supported project planning and implementation with the technical team, from design through deployment and post-delivery support.

Anittel

Senior Support Engineer | Feb 2014 – Dec 2017

Anittel is a Sydney-based Managed Service Provider (MSP) supporting regional enterprise clients across the NSW Central West. Delivered end-to-end IT support and infrastructure services across network, systems, and cloud environments.

- Provided Level 3 technical support across network, server, and application environments, resolving complex infrastructure and connectivity issues.
- Performed proactive maintenance, patching, and system health checks to ensure uptime and business continuity.
- Configured, tested, and troubleshooted hardware, software, and network components to meet performance and reliability targets.

- Implemented and managed critical business systems, including backup, disaster recovery, and secure remote access solutions.
- Monitored and maintained LAN/WAN services across regional sites, ensuring secure and stable connectivity.
- Reviewed client requirements and designed tailored IT solutions aligned with operational and security needs.
- Successfully delivered multiple email migration projects from on-premises Microsoft Exchange to Microsoft 365 (O365), improving collaboration and reliability.

Agile Insights

Infrastructure and Cloud Consultant | Jul 2013 – Jan 2014

Served as a consultant on short-term projects, assisting clients with cloud deployment and infrastructure modernization initiatives.

- Designed and deployed Microsoft Azure environments to host mission-critical business applications and SQL databases.
- Delivered secure, scalable cloud architectures tailored to client performance and compliance requirements.
- Supported infrastructure planning, deployment, and optimisation, ensuring seamless transitions from on-premises systems to cloud platforms.

Attaché Software

Infrastructure Consultant | Apr 2013 – Jun 2013

Engaged as a consultant to lead the relocation and migration of IT infrastructure from Attaché Software's North Sydney office to a new facility in Macquarie Park.

- Planned and executed the transfer of physical servers, 100+ virtual machines, critical data, backup systems, and network services, ensuring uninterrupted operations for corporate clients.
- Designed and optimised the new data centre rack layout, improving space utilisation, accessibility, and operational efficiency for servers, network equipment, and peripherals.
- Maintained comprehensive technical documentation to support knowledge transfer and smooth post-migration operations.
- Collaborated with internal teams and vendors to ensure timely delivery, risk mitigation, and project success.

United Nations (UN)

ICT Project Officer | Apr 2004 – Dec 2012

Collaborated with multiple UN agencies, including UNDP, UNHCR, and UNESCO, supporting operations across metropolitan, remote, and post-conflict regions. Joined as a System Administrator, promoted to Senior System Administrator, and later became ICT Project Officer, managing IT infrastructure, connectivity, and digital services for field offices, mobile units, and mission-critical projects in developing countries.

- Administered IT systems and secure networks for two UNHCR sub-offices and the UNESCO Tehran Cluster Office, ensuring connectivity across seven mobile units in remote areas.
- Deployed micro data centre in three Middle Eastern universities and implemented digital infrastructure for national libraries in Iran and Tajikistan.

- Supported logistics and IT for refugee operations, including voluntary repatriation of Afghan refugees, preparation for Iraqi refugee influx, and medical services across three camps on the Iran-Afghanistan border.
- Facilitated large-scale, technology-supported election processes for Afghan refugees in Iran and Iraqi refugees in Syria.
- Liaised with local authorities, NGOs, and service providers to coordinate complex technological and operational initiatives at both international and governmental levels.

Technical Expertise

- **Cloud Platforms:** Microsoft Azure (VMs, networking, storage, security, Azure AD, SSO, MFA, Intune, RBAC). Foundational AWS knowledge.

- **Microsoft Ecosystem:** Windows Server, AD, RDS, WSUS, SCCM, Group Policy, Hyper-V, Identity Management, Conditional Access.

- **Infrastructure & Virtualization:** VMware vSphere/vCenter/vMotion/vSAN, ESXi, Hyper-V, Proxmox; storage and backup (Veeam, NetApp); HA, FT, DRS configuration.

- **Networking (Enterprise & OT/ICS):** IP addressing, routing, switching, VLANs, VPNs, firewalls, industrial protocols (Modbus, Profibus); secure connectivity and network troubleshooting.

- **Cybersecurity:** Firewalls, IDS/IPS, MFA, encryption, vulnerability assessments; frameworks: NIST, ISO 27001, COBIT; risk assessment and incident response.

- **Other Tools:** PowerShell, VS Code, Ansible, Splunk, Linux administration.

Education & Professional Certificates

BS (Bachelor of Science)
Information Technology - IAU University - 2003

CCNP – Security
SCOR certificate successfully obtained in August 2023 and complementary exam scheduled for early-2026

CISSP – Certified Information System Security Professional (ISC2)
Under progress and planned for late 2025

ISO/IEC 27001 – Information Security Management System (ISMS)
2022 – Lead Implementer and Auditor

CCNA – Routing and Switching
Certificate renews in August 2023

Sophos Certified Engineer
2019 – Sophos Certified Engineer

Dell EMC Campus Network
2018 – Credential and Maintenance

MCSE - Infrastructure
2013 - Microsoft Certified Solutions Expert

MCSA - Windows Server
2012 - Microsoft Certified Solutions Associate

Certified in Fiber Optic Technology
AQF – JB Hunter – 2025

reference: AFS-CFR-CV-v6.0