

Ash Kavousi

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Professional Summary

Resourceful IT/OT professional and technical leader with extensive experience in **infrastructure, networking (enterprise & OT/ICS), cybersecurity, and cloud technologies**. Proven ability to design, implement, and manage secure, high-performance IT and OT environments while ensuring business continuity and operational efficiency. Bringing **years of experience in MSPs, mining, and industrial sectors**, I have worked in **senior technical and leadership roles**, managing teams and collaborating with stakeholders to drive successful system deployments and upgrades. Skilled in Microsoft Azure, VMware, networking, and security, with expertise in system hardening, automation, and cloud migration. Certified in **Microsoft (MCSE, MCSA), Cisco (CCNA, SCOR)**, and **ISO 27001** (Lead Implementer/Auditor), with hands-on experience in virtualization, infrastructure optimization, and hybrid IT environments. **CISSP** certification anticipated in February 2025.

Technical Expertise

Cloud Platforms: Proficient in **Microsoft Azure**, with experience in deploying and managing cloud-based solutions, including VMs, networking, storage, and security. Skilled in Azure AD, SSO, MFA, Intune (MDM) and RBAC. Adept at optimizing performance, integration, cost management, and security compliance. Foundational knowledge of AWS.

Microsoft Ecosystem: Extensive experience with Microsoft technologies, including Windows Server, AD, RDS, WSUS, WDS and SCCM. Skilled in Identity Management, Conditional Access, Group Policies (GPO) and Hyper-V. Proficient in deploying, integrating, and securing Microsoft solutions to enhance productivity, compliance, and system efficiency.

Infrastructure & Virtualisation: Experienced in ESXi, Hyper-V and Proxmox hypervisors for deploying and managing virtualized environments. Extensive experience in VMware technologies include vSphere, vCenter, vMotion and vSAN. Skilled in configuring HA (High Availability), FT (Fault Tolerance), and DRS for resource optimization. Proficient in managing storage, backup solutions based on Veeam and NetApp technologies.

Networking (OT/ICS & Enterprise) Strong knowledge of both enterprise and OT/ICS networking principles, including IP addressing, IPAM, routing, switching, and network security. Experienced in configuring and managing network devices such as routers, switches, firewalls, and industrial protocols (Modbus, Profibus, etc.). Skilled in implementing VPNs, VLANs, and ensuring secure, reliable connectivity in both IT and OT environments. Proficient in troubleshooting network issues, optimizing performance, and implementing network security measures to safeguard critical infrastructure and enterprise systems.

Cybersecurity: Strong understanding of cybersecurity principles and best practices, including **risk assessment, threat detection, and incident response**. Experienced in configuring firewalls, intrusion detection/prevention systems (IDS/IPS), and implementing security measures such as multi-factor authentication (MFA) and encryption. Skilled in ensuring secure network architectures, conducting **vulnerability assessments**, and applying security patches to protect against cyber threats. Knowledge of frameworks like **NIST, COBIT, and ISO 27001**. Proficient in maintaining compliance with security standards and regulations to safeguard critical systems and data.

Others: Experience in VS Code, PowerShell and Scripting. Foundation knowledge in Ansible, Splunk (SIEM), Python, AWS, Linux, Docker, Kubernetes and Proxmox VE.

Work Experiences

ICS/OT Network & Cybersecurity Advisor

Newmont Mining | Sep 2022 – Present | Hybrid | Orange, NSW, Australia

I joined Newmont as a Systems Engineer, supporting the Cadia site in NSW, a large-scale, complex operation with both surface and underground converged networks. The site operates its own local data centre, with infrastructure divided into two domains: Business and Production. The Production domain has an on-premises setup to meet proprietary vendor technology requirements and strict security standards, while the Business network follows a hybrid deployment model. As part of the company's Cloud-First strategy, my team was responsible for implementing, testing, migrating, and integrating new projects and services.

In January 2023, I transitioned to the Australia Regional team to support business needs, with a focus on uplifting OT infrastructure and improving cybersecurity posture. This involved adopting a zoning model for security and migrating from the Forescout platform to the Claroty cybersecurity platform. The new cloud-based system uses local Linux-based collectors to monitor and analyse network traffic through SPAN ports on core switches.

Senior System Engineer

The Missing Link | Jul 2020 – Aug 2022 | Remote | Sydney, NSW, Australia

At The Missing Link, an MSP serving medium to large enterprises, I joined the Solution team as a Senior System Engineer. Working closely with our sales team, I became a trusted advisor to clients, helping them understand and address their evolving IT needs.

My role involved a deep dive into each client's unique environment, assessing their current infrastructure, identifying pain points, and crafting tailored solutions that aligned with their business goals and budget constraints. This often involved leveraging cloud technologies, including SaaS and IaaS, or designing hybrid solutions to optimize their operations.

Beyond core infrastructure solutions, I actively participated in cybersecurity and data protection initiatives. I conducted thorough assessments of client environments, identifying vulnerabilities and recommending enhancements to safeguard their critical systems and sensitive data. This included implementing and enforcing security policies, conducting regular audits, and ensuring compliance with relevant regulations.

I consistently demonstrated strong technical leadership, leading internal and customer-facing projects. This included successfully migrating virtual machines across private cloud infrastructures and enhancing client security postures through the deployment of comprehensive Intune/MEM policies encompassing multi-factor authentication (MFA), conditional access (CA), geo-blocking, single sign-on (SSO), and robust patch management strategies.

Senior System Engineer

5G Networks | Jan 2017 – Jun 2020 | On-site | Sydney, NSW, Australia

My career transitioned to 5G Networks when 5G Networks acquired Inabox Group, Anittel's parent company. I joined the core technical team as a Senior System Engineer. In this role, I was responsible for several key areas. These included:

- Supporting and maintaining large, mission-critical business systems. This involved actively participating in the design and ongoing support of these essential systems.
- Providing valuable recommendations on how to upgrade and improve the existing ICT infrastructure.
- Serving as the L3 escalation point for the NSW Central West region, handling the most complex and challenging IT issues.
- Designing and implementing robust business continuity measures to ensure minimal disruption to customer operations.
- Fostering strong relationships by liaising effectively with service providers, third-party vendors, and contractors.

- Successfully contributing to project implementations and effectively supporting the smooth transition to post-deployment operations.

Senior Support Engineer

Anittel | Feb 2014 – Dec 2017 | On-site | Sydney, NSW, Australia

Anittel is an MSP based in Sydney that focuses on regional clients in the NSW Central West. My main responsibilities included:

- Providing high-quality IT services to a large number of customers. This involved configuring, troubleshooting, diagnosing, and testing hardware, software, and network connections.
- Acting as an L3 escalation point for complex IT issues.
- Performing proactive maintenance and system health checks to maintain business continuity.
- Implementing and managing critical business systems, including backup and remote access solutions.
- Managing and monitoring LAN and WAN services across the NSW Central West region.
- Providing high-level technical support across a variety of technologies and systems.
- Reviewing client business requirements and recommending appropriate IT solutions.
- Successfully delivering several migration projects from on-premises MS Exchange to O365.

Infrastructure and Cloud Specialist

Agile BI | Jul 2013 – Jan 2014 | Remote | Sydney, NSW, Australia

At Agile BI, I served as an infrastructure and cloud specialist on short-term projects. My expertise was instrumental in supporting clients with their cloud migration journeys. I designed and deployed several robust cloud infrastructures on Microsoft Azure, specifically focusing on hosting mission-critical business databases utilizing SQL services.

Infrastructure Consultant

Attaché Software | Apr 2013 – Jun 2013 | On-site | Sydney, NSW, Australia

I collaborated with Attaché Software as a consultant on a short-term project to relocate their entire IT infrastructure. This involved a complex migration from their North Sydney office to a new facility in Macquarie Park.

My responsibilities encompassed the seamless transfer of numerous physical servers, over 100 virtual machines, critical data, backup systems, and essential cloud and network services while ensuring uninterrupted service delivery to their corporate clients. I meticulously designed the new rack layout, optimizing space and accessibility for servers, network equipment, and peripherals.

Throughout the project, I maintained comprehensive technical documentation to ensure a smooth and successful transition.

System Administrator & Operation Officer

United Nations | Apr 2004 – Dec 2012 | On-site | International

I collaborated with multiple United Nations agencies, including UNDP, UNHCR, and UNESCO, on various operations and missions across different regions, including metropolitan areas, remote locations, and post-conflict zones in developing countries.

I initially joined a UN mission as an Operations Officer, and over time, my role expanded to include Information Technology. I was responsible for IT infrastructure in two UNHCR sub-offices and the UNESCO Tehran Cluster Office, as well as maintaining secure connections between seven mobile units across remote geographical areas. My work involved liaising with local authorities, institutions, NGOs, and service providers, managing complex logistical, technological, and planning efforts at both international and governmental levels. Key projects I contributed to include:

- Deploying micro data centers in three Middle Eastern universities (UN-funded).
- Implementing digital infrastructure for national libraries in Iran and Tajikistan (UN-funded).
- Coordinating the voluntary repatriation of Afghan refugees.
- Preparing for the Iraqi refugee influx.
- Supporting medical services for three refugee camps on the Iran-Afghanistan border.

- Organizing Afghanistan's first refugee election in Iran.
- Facilitating Iraq's first parliamentary election for refugees in Syria.

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 mid-2025

CISSP – Certified Information System Security Professional (ISC2)

Under progress and planned for early 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