

Contact

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Top Skills

LAN-WAN

Troubleshooting

Ticketing Systems

Certifications

Certified Subject Matter Educator (CSME)

Certified Linux Administrator (LPIC-1)

Cisco Secure Virtual Private Networks (CSVPN)

Amazon Web Services Big Data Specialty

HDI Customer Service Representative (CSR)

Ibrahim Mohammed

AI Prompt Engineering| Operation Technical Specialist| System Administrator End User Computing Analyst|Python| Linux| Cloud| Data servers| Implementation Partner| Software Support| Hardware Support

Chicago, Illinois, United States

Summary

Experienced IT professional with 8 years of expertise in implementing robust security measures to protect organizational assets, ensuring compliance with industry standards and regulations. Skilled at designing and executing security strategies that safeguard data and infrastructure in today's evolving digital landscape.

A proactive learner, continuously staying ahead of emerging threats and adopting cutting-edge technologies to maintain resilience in dynamic environments. Passionate about delivering secure, reliable, and scalable solutions that align with business objectives while minimizing risks.

Experience

Endeavor Health

Operation Technical Specialist.

End User Devops Computing Analyst

August 2021 - January 2025 (3 years 6 months)

Chicago, Illinois, United States

#Provisioning hardware and software for our End Users and ensuring secure connectivity to our systems and networks.

#Providing technical support for hardware, software, access and connectivity issues by answering technical queries and assisting users

#Administration and maintenance of approved software systems that Tech Services have responsibility for.

#Applying operating system and application updates, security patches and configuration changes

#Ensuring appropriate accessibility by updating user account information, resetting passwords, and ensuring roles-based access where applicable.

#Managing access to systems including the Microsoft 365 portfolio

#Responsibility for documenting the configuration of our systems.

#Managing access to information and controlling access to that information.
#Performance improvements through analysis and tuning to remove bottlenecks.
#Policy implementation to monitor and enforce compliance across the organisation; ensuring work is carried out in line with security best practices.
#Avoiding service interruptions or outages by performing system installations, updates, and maintenance procedures.
#Responding to alerts raised by end point protection systems and Security Operations Centre (SOC).
#Ensuring work is carried out in line with security best practices.
#Managing and maintaining meeting room technology and equipment.
#Intermediate administrative knowledge of Active Directory, Windows OS, Microsoft 365 Admin, Halo ITSM Platform, Intune/MEM, Mimecast, Webroot. Can resolve most known support tickets.
#Foundational knowledge of Crowdstrike & Google and can perform basic support and administration tasks.

T-Mobile

DevOps Engineer

August 2021 - August 2024 (3 years 1 month)

New York, United States

Promoted to Manager within one month, delivering 1,500+ tutoring sessions and elevated student performance in algebra, calculus, and statistics through strategic curriculum adjustments and personalized coaching.

- Designed and implemented Tableau dashboards that provided enterprise-level analytics on student trends, enabling visionary decision-making for curriculum refinement.
- Streamlined data preparation workflows with Python, R, and SQL, increasing report reliability and reducing execution time, while leveraging advanced analytics to boost analytical outcomes in a fast-paced setting.
- Orchestrated teamwork among 50+ tutors by standardizing data governance frameworks, ensuring consistent quality and compliance with institutional standards.
- Devised data-driven initiatives, integrating relational database solutions (SQL) to optimize tutoring schedules, increasing student satisfaction.

Qatar Airways

DevOps Engineer

March 2019 - August 2021 (2 years 6 months)

Synchrony

DevOps Engineer

December 2015 - March 2019 (3 years 4 months)

Education

Lindsey Wilson College

Master of Computer Science Technology Management, Computer and Information Sciences and Support Services

Hellenic American University

Master of Business Administration - MBA, Business Administration and Management, General · (August 2021 - July 2022)

Osmania University

Bachelor of Science - BSc, Science

University of Illinois Chicago

Doctor of Philosophy - PhD, Artificial Intelligence · (January 2028)