

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

Technical Support & End-User Services

Provisioned and configured hardware, software, and peripherals to ensure seamless and secure connectivity for end-users across enterprise systems and networks.

Delivered Tier 1 & 2 technical support for hardware, software, access control, and connectivity issues, ensuring prompt resolution and user satisfaction.

Managed and maintained meeting room technologies and AV equipment, ensuring consistent uptime for collaboration and communication.

Systems Administration & Software Maintenance

Administered and maintained enterprise-approved software platforms and systems managed by Technical Services.

Performed system updates, configuration changes, and applied security patches for both operating systems and applications to enhance system integrity.

Ensured systems performance and availability by proactively tuning configurations and removing bottlenecks.

User Access & Security Management

Maintained secure access protocols by updating user account information, managing role-based access, and performing password resets.

Administered Microsoft 365 services and managed access to cloud-based applications and services.

Controlled and documented access to systems and information, aligning with data governance and compliance requirements.

Security Operations & Compliance

Monitored and responded to alerts from endpoint protection tools and Security Operations Center (SOC), ensuring incident resolution in alignment with best practices.

Implemented security policies to enforce organizational compliance and reduce vulnerabilities across systems.

Conducted preventative maintenance and updates to avoid service interruptions and unplanned outages.

Tools & Platforms Expertise

Hands-on experience with Active Directory, Microsoft 365 Admin Center, Windows OS, Intune/MEM, Halo ITSM, Mimecast, and Webroot. Capable of resolving the majority of support tickets independently.

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)