Alhan Aayadi

**Systems Analyst | System Administrator |** **Technical Lead**

**Phone:** 703-861-5796 **Email**: alhan.aayadi@gmail.com

**Location:** Sterling VA, USA **LinkedIn**: https://www.linkedin.com/in/alhan-aayadi-08a02949/

# Professional Summary

Seasoned Systems Analyst with extensive experience in IT systems, including provisioning, automation, and backup operations.

Highly proficient in leveraging the ServiceNow platform for system administration, incident and change management, and workflow automation. Known for delivering top-tier support to internal customers and fostering strong relationships across IT teams.

Experienced with Agile methodologies in SDLC.

Led the deployment of thousands of physical and virtual servers for **Fannie Mae**, the leading U.S. provider of mortgage financing.

Results-driven Systems Analyst with over 5 years of experience specializing in **Data Analytics**, **Data Warehousing**, and **Data Science** projects. Proven expertise in gathering business requirements, performing data analysis, and delivering actionable insights to stakeholders. Strong hands-on experience in **SQL**, including the development of complex queries for data extraction, transformation, and reporting. Over 3 years of experience designing and developing interactive **Power BI dashboards and reports**, enabling data-driven decision-making across business units. Adept at collaborating with cross-functional teams to translate business needs into technical solutions.

While my hands-on PowerShell experience is limited, I have a strong foundational understanding and have used it for basic scripting tasks such as automating system checks, managing user accounts, and simplifying repetitive administrative functions. I’m eager to deepen my PowerShell skills and have already started self-paced learning to grow in this area.

Led disaster recovery initiatives by designing and implementing backup and recovery strategies for critical infrastructure, ensuring business continuity and data integrity. Conducted regular DR testing and developed procedures for failover, system replication, and data recovery, resulting in reduced recovery times and improved system resilience.

Developed and managed disaster recovery protocols for multi-platform environments (Linux, Windows) supporting applications critical to **NVR INC**, leveraging offsite backups, automated failover, and secure, rapid data restoration.

Demonstrated ability to develop detailed technical documentation, including Standard Operating Procedures (SOPs) and service catalog entries. Proficient in disaster recovery planning, backup management, and Autosys job scheduling. A proven track record in designing and deploying storage solutions across Windows, UNIX, and Linux environments, with a focus on ensuring data integrity and compliance. Collaborative team player with experience providing on-call support and working closely with internal/external auditors on audit reporting and compliance efforts.

As U.S. citizen, clearable for security clearance, with a proven track record of delivering quality and value to clients.

# Core Competencies

ServiceNow, JIRA, Confluence, MS Teams, MECM, SCCM, AWS, Microsoft Azure, Windows,

Linux (RHEL, SUSE), VMware, SAN, VERITAS NetBackup, CA Autosys Workload Automation, TCP/IP, DNS, DHCP, Active Directory, Power BI, SQL, JIRA, ServiceNow, System build documentation, Knowledge base, MS Office, Python, PowerShell, Agile, Scrum, Kanban, AWS, Azure, Boto3.

# Certifications

AWS Certified Developer Associates 05/2020 – 12/2020

AWS Certified Cloud Practitioner 09/2019 - 12/2019

AWS Essentials 2019 04/2019 - 05/2019

VMWare Certified Associate – Digital Business Transformation 05/2019 - 09/2019

A.A.S (Information Technology) Northern Virginia Community College 06/1995 - 10/1998

A+ Certified 10/1998 - 01/1999

Hewlett Packard Certified Technician 06/1995 - 07/1997

Compaq Certified Technician 08/1994 - 09/1994

PC Repair Specialist 09/1992 - 09/1993

# Professional Experience

**System Analyst - Project Lead (Contract),** FANNIE MAE02/2018 – 06/2024

* Led internal support and team collaboration, managing projects from inception to completion, delivering 100% stakeholder satisfaction.
* Documented requirements and created user stories to assist with the development teams.
* Leveraged **ServiceNow** for incident management, change control, and workflow automation, ensuring efficient resolution of requests and server provisioning.
* Participated in **Agile** sprint sessions, documenting test processes and contributing to systems analysis and software testing using **SQL** and **JIRA**.
* I have advanced proficiency in SQL, Excel, SharePoint, and reporting tools, along with daily experience using Jira, Confluence, Beyond Compare, and Visual Studio to support data workflows, documentation, and cross-functional coordination.
* I’m familiar with a wide range of databases—including Oracle, Sybase, SQL Server, MongoDB, and PostgreSQL—as well as cloud platforms like AWS and Snowflake.
* Demonstrated excellent **time management and multitasking skills**, consistently prioritizing tasks to meet deadlines in a fast-paced IT environment.
* Develop clear and comprehensive SOPs to ensure consistent execution of desktop and service processes.
* Dynamic IT professional with experience managing agile processes using **Jira** and **Kanban boards**. Proven track record in driving **daily stand-ups**, coordinating cross-functional teams, and ensuring on-time delivery of application tasks. Skilled in fostering collaboration and maintaining transparency in project progress while optimizing workflows and resolving blockers.
* Organized and led **daily stand-up meetings** to review progress, address roadblocks, and align team priorities for application tasks.
* Applied **ITIL best practices** throughout the service lifecycle, with a strong understanding of **service strategy** and **continual service improvement**.
* Utilized **ServiceNow** for incident, problem, and change management, driving efficient workflow and accurate documentation.
* Build and maintain dashboards to track and visualize key performance indicators (KPIs) and service delivery metrics, particularly related to software fulfillment.
* Maintained accurate documentation and provided reports on system utilization to upper management via vROPs.
* Deployed thousands of physical and virtual servers across Windows, RHEL, and SUSE environments, optimizing server performance and resource allocation.
* Managed server builds through **RapidIT**, collaborating with automation teams to streamline self-service processes.
* Create, configure and manage AWS services.
* I’ve supported Linux and UNIX-based systems in hybrid environments, performing tasks such as basic user and permission management, and system monitoring. These experiences have given me a strong foundation in navigating the command line, understanding system architecture, and working within secure, multi-platform infrastructures.
* While my hands-on experience with PowerShell and Python is currently limited, I have used both for basic scripting—such as automating routine tasks, working with file systems, and querying data. I’m actively building on this knowledge through self-study and small projects to enhance my scripting and automation skills.

**Consultant,** ADA CONSULTING PRO LLC 03/2017 – 02/ 2018

* Acquired small contracts to troubleshoot and upgrade computer systems.
* Validated and updated HIPPA procedures and documentation for compliance.

**System Administrator/Senior Backup Operation** NVR INC.  11/2005 – 01/2017

* Monitored Service Desk queues for incident and change orders, resolving issues within **SLA** guidelines.
* Built and configured physical and virtual servers as requested, handling both hardware and software installations.
* Experience with MyIT, Microsoft Endpoint Configuration Manager (**MECM**), Windows Software Center.
* Assisted in the deployment of **VMware Workspace ONE**, to support enterprise endpoint management.
* Administered **Active Directory**, including creating, managing, and removing user groups, and overseeing **DNS**, **DHCP**, and **DFS** management.
* Monitored system performance, compliance, and logging tools to proactively identify and address issues across Windows environments.
* Created and maintained technical documentation, SOPs, and change records, supporting audit readiness and knowledge sharing.
* Managed file permissions, mailbox creation, and updates in **MS** **Exchange**, contributing to on-call rotations for after-hours support.
* Led **MS SharePoint** data recovery, including restoration of sites and databases.
* Supervised datacenter operations, including server installation, cabling, and equipment management, ensuring smooth day-to-day operations.
* Develop clear, concise, and thorough documentation, including SOPs, service catalog entries, and technical reports.
* Develop detailed service catalog entries, including descriptions of desktop products, services, and relevant documentation, ensuring clarity and accessibility for end-users.
* Managed and monitored daily Autosys scheduling activities, resolving job failures and collaborating with business owners on issue resolution.
* Installed Autosys clients, deployed JILs, and applied updates and patches as needed.
* Monitored performance and capacity metrics for critical infrastructure, identifying and resolving bottlenecks to ensure optimal system performance.
* Maintained internal Autosys calendars and Disaster Recovery plans, providing quarterly access reports to internal and external auditors.
* Led efforts for the implementation and testing of disaster recovery protocols.
* Plan, manage and participate in the diagnosis, design and deployment of storage related processes and technologies including storage, backup/recovery and data management in production and none-production Windows/UNIX/LINUX environment in daily basis.
* Implement and support all new hardware/software for storage management, including but not limited to Servers, Tape Libraries, and NBU 5000/5020/5230 Appliances storage device.
* Identify storage related business and technology requirements and validate that design results address them, notify appropriate personnel of occurred issues.
* Monitor and troubleshoot the **backup/restore** issues on 24/7 basis.
* Plan and implement of OPSCenter with the reporting tools for upper-level management and audit group
* Work with IT Security team on plan with data security and integrity check;
* Perform daily media management for off-site and in-house.
* Create backup policies for multiple platforms applications and databases.
* Create and distribute daily/weekly/monthly/quarterly report of the backups/restores.
* Install, configure **NetBackup** client agents on servers and add them to the appropriate policies.
* Create, implement and test **Disaster Recovery** plan and Encryption plan.
* Identify opportunities to provide added value through evaluating new storage solutions and providing recommendation for long term project plans through a combination of technical, operational and organizational initiatives.
* Work with Internal and External Auditors on quarterly and annual basis to provide reports and data integrity.
* Create plan and implement annual Disaster Recovery (DR) testing and validated the recovered data.

**Storage Consultant,** DELTA COMPUTER SYSTEMS CONSULTING 02/2005\_\_11/2005

**BrightStor Consultant,** MANAGEMENT SOLUTIONS & SYSTEMS, INC 11/2004\_\_02/2005

**Technology Specialist (Level II Support),** COMPUTER ASSOCIATE INT’L INC 11/1999\_\_10/2004

**CONSULTANT, TEKSYSTEMS** /FOR MARRIOTT INTERNATIONAL08**/**1999\_\_10/1999

**Field Engineer, TEKSYSTEMS** / FOR DATA GENERAL CORPORATION 04/1999\_\_08/1999

**PC/LAN Associates ENGINEER,** NORCOM NETWORKS CORPORATION 09/1997\_\_04/1999

**Consultant/Systems Administrator,** DIRECT MAIL 12/1997\_\_12/1998

**Systems Specialist/Technical Manager,** COMPUTER TECHNOLOGY INC  09/1991\_\_09/1997

**Owner,** DELTA COMPUTERS 08/1988\_\_10/1989

# Education

**A.A.S. in Information Technology** – Northern Virginia Community College, 1998