Ray Mohammadi

Ray.m104@outlook.com | +1 206 934 0030 | Linkdin.com/in/rayofficial04

Work Experience

Cloud Support Engineer | Microsoft (contract)

Bellevue--Washingtone

Sep, 2023 - Present

*Own, investigate and solve complex customer issues and act as an advisor to the customer, collaborating within and across teams on issues related to:
* Designing and deployment of VMs via Portal, CLI, PowerShell and ARM templates and Connecting to VMs via SSH, RDP, Bastion.
* Management of VM scalability, availability and monitoring of VMs health, performance, logs and Disaster recovery and Backup plans.
* Configuration of Network Rules, Firewalls, Private Endpoint Connections, VPN, Cloud Defender and DDOS protection, Vnet peering, tunneling..
* Storage: Designing, Deployment, Configuration, Networking, Security, User Access, RBAC Access, Monitoring, Redundancy, Protection and etc.
* Azure File Share and Sync: Setup and management of Azure File Share for Cloud-based file storage and file sync with on-premises storage.
* Data migration between cloud storages and on-premises using tools like AzCopy, Azure Data Explorer, Azure data factory and backend live migration.

Cloud Support Engineer | Skykick

Seattle-Afghanistan

Oct 2022-Sep 2023

I Provided technical support to global partners through email & phone on issues related to:
* SaaS products designed by Skykick for email migration from On-prem Exchange, Google, Pop3, IMAP and other email providers to O365.
* Backup and Restore of data on M365 tenant, automate tasks related to Cloud Management and tightened tenant Security.
* Cloud security (Threat detection through Graph API, threat prevention, Holistic View of IT Security).
* M365 Security (Security Score & Recommendations, SSO across Tenants, Manage permissions, providing security score and advises.
* Microsoft Azure tenant configuration, Exchange online and O365.
* Collaborated with cross-functional teams, including engineering and sales to identify and resolve complex technical and business issues.

Cultural Advisor and Linguist| US Military

Kandahar-Afghanistan

Dec 2017- May 2021

* Promote effective communication by facilitating linguistic exchange between U.S. Army personnel and Afghan National Army personnel.
* Served as an official translator during conferences and meetings, mediating discussions and ensuring clarity of communication.
* Bridge language barriers by conveying concepts and ideas accurately between the two languages.

Sr. IT Support | Jesuit Refugee Service (JRS)

Herat-Afghanistan

July 2015 -Dec 2017

* Diagnosed and resolved hardware and software issues related to IT infrastructure.
* Deployed and administered Windows Server environments, including AD server and managed user accounts, permissions, and security settings.
* Installed network cables and devices, ensuring a reliable network and configured firewalls to enhance network security.
* Implemented robust data backup strategies to safeguard critical information and performed recovery of data and repair of operating systems.
* Provided IT training to employees, empowering them with the skills needed for their roles and trained them on new technologies.

Technical Support Specialist | Oxfam International

Herat-Afghanistan

2013-2015

* Installation, Maintenance and Repair of the hardware and software components of the organization's infrastructure.
* Handle complex technical issues and perform advanced troubleshooting to diagnose and resolve problems.
* Providing technical support and training to the internal employees.

Education

Bachelors Degree in Computer Science
Khawaja Abdullah Ansari university | Afghanistan
2016 -2020

Post Graduate Program in Cloud Computing
Caltech | California Institute of Technology
2024-2025

Professional Certificates

* Azure Solutions Architect Expert (Az-305)
* Microsoft 365 for Administrators
* Azure Administrator Associate (AZ-104)
* Azure Fundamentals (AZ-900)
* (Isc)2 Certified in Cybersecurity
* CompTIA A+ | Network +

Skills

* Cloud Computing- Security | IaaS | PaaS | SaaS
* Cyber Security, Cloud Security, SIEM, IDS, IPS
* M365 Administration, Active Directory
* End User Support, MDM, CRM, Ticketing
* Scripting and Automation
* Problem Solving, Communication