

# Zakariya Mohamed

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## CAREER SUMMARY

A highly analytical IT professional, eager to contribute to team success through hard work, attention to detail, and extensive cloud solutions knowledge. Recognized consistently for performance excellence and contributions to success primarily in retail. Exemplary reputation for resolving problems and improving customer satisfaction.

## EDUCATION

**Bachelor of Science (BS), Information Technology (2023)** | OHIO STATE University

## CERTIFICATIONS

**AWS Solutions Architect | CSS | CompTIA A+ | Network + | Google IT Support |**

## SUMMARY OF SKILLS

- Desktop Pro
- Linux
- Firewalls, VPNs & Security
- Scripting
- Software Configuration
- Network Security
- TCP/IP Protocols
- Storage Virtualization
- Technical Analysis
- Cloud Services
- Switches and Routers
- Data Management
- Analytical Skills
- Amazon Web Services
- System Testing
- Ordering Points
- Active Directory
- VLAN
- **Programming**
  - C#
  - HTML
  - SQL
  - CSS
  - Visual studio
  - Github
  - NUGET
  - CHTML

## PROFESSIONAL EXPERIENCE

### **Wendy's Columbus, OH Remote System/database Administrator**

**06/2022-**

Remote position Management of Software, Hardware, Users, Devices

- Remotely Maximized productivity by leading the job site on installation, troubleshooting
- Accurately tested cables using tools such as volt-OHM meters, spectrum analyzers and signal level meters.
- Performed troubleshooting of systems with techniques such as speed and ping tests.
- Completed new connects, reconnects, disconnects and service changes for residential and commercial customers.

### **State Farm Columbus, OH Tier-II and III Field Technician**

**01/2022 6/2022**

Going around the state of Ohio and conducting operations to get State Farm To a modern level

- Optimized plans to safeguard computer files against modification, destruction or disclosure.
- Encrypted data and erected firewalls to protect confidential information. Created new user accounts and terminated old accounts/devices using Active Directory.
- Leveraged SCCM to install software packages and remotely troubleshoot and resolve technical issues.
- Enhanced use of data files and regulated access to protect secure information
- Incharge of replacing old systems such as older cisco phones

### **NCUSTEC Inc.(Business contract EnterprisePID) Columbus, OH Tier-II and III Help Desk Support Manager**

**04/2021 12/2021**

EnterprisePID setup infrastructure for NCUSTEC from scratch. Provided exceptional Tier 2 and 3 IT support to nearly support 200 and 800 students and staff throughout Columbus OHIO. Setting up a ticket system on Quick base and training about 500 people for it

- Solving about 50 plus tickets which include password reset, printer issues troubleshooting networks etc...
- Provisioned 600 plus computer which includes taking them off the local account and putting them on school or work account

- Made 400 plus accounts which include Gmail, Microsoft, canvas, iexcel etc
- DDT (Device Deployment Team) – deploy Windows 10 devices to health care and administrative employees

### **Zenith Academy Columbus, OH network engineer**

**08/2020 04/2021**

Setting up Cisco Phone systems around the entire building. Setting up switches, configuring voiceVlan. Setup DHCP/Ip Be Able to connect Stack ports which for redundancy issues

- Used Active Directory to create new users/accounts and terminate old end users and Devices

- Assigned devices to a VLAN via NAC
- Provide phone and remote support to employees working from home
- Networking

### **Kohls Columbus, OH Tier-I Help Desk Support**

**01/2019 02/2020**

Provided exceptional Tier I IT support to nearly 100 stores throughout the U.S. via desk-side support services. Evaluated and resolved 95% of user problems using test scripts, personal expertise, and probing questions. Served as a resource and thought partner with senior leadership to develop strategies for achieving excellence in service delivery.

- Configured hardware, devices, and software to set up workstations for employees as the primary point of contact.
- Created support documentation that empowered and enabled the user community to extend skills, leverage system features, and find resolutions to questions without intervention from the support team.
- Troubleshooting equipment
- Able to troubleshoot zebras

### **BridgePoint Columbus, OH HelpDesk**

**02/2020 08/2020**

- Provide face-to-face service to employees on a day to day basis
- Provide first level IT support for entire team
- Troubleshoot and resolve hardware, software, Voice issues.
- Complete daily tasks such as tickets

### **PreScholas Internship Program(HighSchool) Columbus,**

**01/2019 02/2020**

Throughout highschool we were given different opportunities to get into new fields of technology. What PreScholas provided was a real time experience and training to get you ready right out of school

- Able to Configure laptops, Desktops, Printers, Phones, Routers/Modems
- Creating Websites from scratch with a deadline in place
- Mentor under the wing of a Senior Technician
- Get real experience in the IT field with the management of a Professional