Zachary ElMetennani

Experienced IT technician with cybersecurity and cloud computing certifications. Net+, Sec+, AWS CCP

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EXPERIENCE

Akuna Capital. Chicago, IL – *Desktop Engineer*
September 2021 - Current

- Monitoring of hardware and software applications for uptime and service levels.
- Providing end user support to employees in Chicago corporate office and exchange floors
- Building, configuring and upgrading workstations, laptops and mobile devices
- Troubleshooting, maintenance and upgrades of desktop team managed servers
- User provisioning (user accounts, mobile devices, VPN, active directory permissions)
- Providing support for conference room technologies
- Automation of repetitive system administration tasks
- Evaluating and recommending new hardware and software technologies or solutions

Peapod. Chicago, IL – *IT Systems Administrator*

June 2020 - September 2021

- Evaluate and respond to incident alarms involving networked resources
- Use of IP networking tools to evaluate and execute network controls
- Evaluate risk levels of given and proposed situations
- Developing and deploying control and mitigation efforts for severity incidents
- Manage user access to networked resources, provisioning and deprovisioning software
- Responsible for maintaining security of domain group policies, and Active Directory objects
- NOC experience, communicating with multiple IT teams to maintain system integrity
- Monitor file servers and other network components to maintain effective performance and security
- Lead severity incident response root cause analysis and writing up for future documentation

United Airlines. Chicago, IL – *IT Support Technician*

June 2019 - march 2020

- Resolved technical issues involving production applications (e.g. network outages, failed applications)
- Performed automated imaging of WIN7/WIN10 workstations
- Responsible for building and installing Linux OS on company devices
- Deployed patches and updates for in Windows environment
- Onboarded new hires and managed new user profile builds via Active Directory
- Managed the installation and movement of PC equipment
- Resolved networking and VPN issues for users
- Deployed software and updates using SCCM

STRENGTHS

Windows Administration
Active Directory/SCCM

Network security tools

Threat intelligence

Patching/updating and hardening systems

Linux Administration

Penetration testing tools

Network monitoring and analysis tools

Python and Bash scripting

A+, Network +, Security+, AWS Certified

Troubleshooting IT systems

Windows Server Administration

Networking monitoring/Icinga

Desktop and laptop repair

Written and verbal communication

AWARDS

Illinois State Scholar 2016
– Awarded to students who achieve outstanding academic success

Illinois Space Grant Consortium Award

Mannheim School District 83. Franklin Park, IL – *Help Desk Technician*

October 2018 - May 2019

- Independently documented and responded to help desk tickets for two schools
- Completed troubleshooting and repairs of networked devices, desktop computers, printers and A/V technologies
- Maintained asset inventory and third party repair orders for over 500 students and staff
- Led IT infrastructure upgrade projects including a student device take home pilot investigation and a computer lab installation

Far Horizons Laboratory, Adler Planetarium. Chicago IL – *Aerospace Engineering Intern*

October 2016 - March 2017

- Assisted in research, design, and testing of systems and subsystems of NiteSat spacecraft
- Developed and launched working system designs aboard high altitude balloons to conduct experimentation

Winner 2016/2017 - Awarded to undergraduate students interested in doing research related to space technology

EDUCATION AND CERTIFICATIONS

Cyber Security Specialization

Illinois Institute of Technology

Courses Include:

- Software security
- Cryptography
- Network Security
- Python Development

September 2017 - May 2018

Comptia – *Net+, Security+ Certificates*

December 2019

Amazon Web Services – *Certified Cloud Practitioner*

February 2020

Online Course Work.

Udemy – Ethical Hacking, Python for Cybersecurity,
Modern Web Development
LinkedLearning – WindowsServer 2019: Active Directory
and Group Policy