



# Osama Ahmed

**Residence permit:** 2526665365 | **Work permit:** Saudi Arabian | **Date of birth:** 01/01/1994 |

**Place of birth:** Yemen | **Nationality:** Yemeni | **Gender:** Male | **Phone number:**

(+966) 0556968047 (Mobile) | **Email address:** [osama1000024@gmail.com](mailto:osama1000024@gmail.com) | **LinkedIn:**

<https://www.linkedin.com/in/osama-ahmed-188b871aa/> | **WhatsApp Messenger:** 0556968047 |

**Address:** Alaziziya, 33, alriyadh, Saudi Arabia (Home)

## ABOUT ME

System Engineer / Administrator

A skilled System Engineer / Administrator with proven expertise in system administration, firewall configuration (FortiGate), IP telephony (Avaya, Grandstream), Microsoft 365, and SharePoint. Proficient in managing network infrastructure, virtualization (VMware, Hyper-V), and network storage (SAN/NAS). Strong background in security best practices including Active Directory, endpoint protection, and disaster recovery planning. Certified in CompTIA Network+, Security+, Cloud+, and ITIL, ensuring secure, efficient, and resilient IT operations that support business continuity and productivity across the organization.

## WORK EXPERIENCE

🏢 **ALRASHED CRUSHER AND MIXERS** **شركة وخلاطات صالح عبدالعزيز الراشد** - RIYADH, SAUDI ARABIA

**Business or Sector** Mining and quarrying | **Department** IT | **Email** [osama.ahmed@salrashed.com](mailto:osama.ahmed@salrashed.com) |

**Website** <https://salrashed.com.sa/>

**SYSTEM ADMINISTRATOR | SYSTEM ENGINEER** - 12/08/2022 - CURRENT

### Firewall Administration

- FortiGate Firewall configuration and policy management
- Firmware and software updates for FortiGate devices
- Real-time monitoring, logging, and reporting
- Complete documentation of firewall configurations, policies, and operational procedures
- Knowledge aligned with CompTIA Security+ for threat prevention and firewall best practices

### Microsoft 365 & SharePoint Administration

- Administration of Microsoft 365 ecosystem: Exchange, SharePoint, Teams, etc.
- User accounts, license management, and permissions
- Implementation of security and compliance features including MFA, Conditional Access, and Data Loss Prevention (DLP)

### Endpoint Security

- Kaspersky Endpoint Security configuration and centralized management
- Advanced security capabilities including EDR, antivirus, anti-malware, and endpoint firewalls

### Identity, Access & OS Security

- Active Directory administration: user/group management, GPOs, OU structure, and domain services
- Strong fundamentals in Linux system administration, user access, file permissions, and services
- Security auditing and access control practices following CompTIA Security+ and ITIL standards

### Storage & Backup Solutions

- SAN and NAS storage solutions management
- Disaster Recovery Planning and Execution
- Expertise in Veeam and Acronis for backup and restore operations
- Scheduled backups, recovery testing, and incident response strategies
- ITIL-aligned service management approach for recovery and continuity

### Virtualization & Infrastructure

- VMware administration: VM deployment, resource allocation, and troubleshooting
- Microsoft Hyper-V experience for virtualized environments
- Proficient in implementing and managing Load Balancing for high availability and optimized performance

### IP Telephony & Communications

- IP Phone system deployment and configuration
- Hands-on experience with Avaya and Grandstream IP phone systems
- Call routing, extension management, voicemail setup, and SIP trunking

### Wireless & Networking

- Ubiquiti device connectivity and configuration, especially in challenging environments (e.g., desert locations)

- Wireless Controllers management for enterprise-level Wi-Fi deployments
- Strong foundational knowledge in networking based on CompTIA Network+

### Application & System Support

- ERP support: SAP (Purchase Orders, Reservations, etc.), Onyx HR module
- Odoo Help Desk ticketing and workflow management

### Surveillance & Security Systems

- Configuration and support for IP cameras, NVRs, and DVRs
- Remote monitoring and alerting systems

 **ALMALIZYA UNIVERSITY** – IBB, YEMEN

**Business or Sector** Education | **Department** IT | **Address** ibb yemen, IBB, Yemen |

**Website** <https://www.facebook.com/imuedu1/>

### UNIVERSITY PROJECT SUPERVISING FOR BACHELOR STUDENTS – 11/11/2021 – 11/12/2022

- Supervising final year student to do their projects.

 **INFOALLCARE** – SANAA, YEMEN

**Business or Sector** Manufacturing | **Department** IT | **Website** <https://pharmallcare.com/>

### ICT HELP DESK – 06/09/2020 – 08/06/2022

- monitor the delivery of technical support services to clients according to the predefined deadlines

 **BSQ TECHNOLOGY** – MYSORE, INDIA

**Business or Sector** Information and communication | **Department** IT | **Address** India mysore, 570067, Mysore, India |

**Website** <http://www.bsqsaanvicp.com/>

### TECHNICAL DEVELOPER – 01/08/2018 – 30/07/2019

laying out software design, building model and analysis.

 **ZOOKTECK STARTUP** – SANAA, YEMEN

**Business or Sector** Education | **Department** IT

### SYSTEM & APPLICATIONS SPECIALIST – 19/01/2019 – 03/02/2020

- Technical Support

## ● EDUCATION AND TRAINING

---

10/08/2017 – 01/08/2021 M, India

**MASTER OF COMPUTER SCIENCE** Bharathiar University

---

**Address** M, M, 570057, M, India | **Website** <https://b-u.ac.in/> |

**Field of study** Software and applications development and analysis | **Final grade** very good

14/10/2011 – 13/11/2014 mysore, India

**BACHELOR DEGREE OF COMPUTER APPLICATION** Mysore unersity

---

**Website** <http://uni-mysore.ac.in/> | **Field of study** Database and network design and administration | **Final grade** Distinction

**AZURE ADMIN 900, 104 , AND AWS FUNDAMENTAL ,WEB SERVICES ASSOCIATE LEVEL.**

---

**MSCE ,CCNA, NETWORK ARCHITECTURE ,INFRASTRUCTURE** Cisco and Microsoft

---

## ● SKILLS

---

Hyper-V Server (2012-2019) | Storage Network Design | Amazon Web Service (AWS)

### Networking

Cisco Certified Network Associate (CCNA) | ACTIVE DIRECTORY | Fortigate Firewalls | Network Architecture

## programming

SQL/MYSQL | Web Development: HTML 5, CSS, JavaScript | Programmin language PYTHON

## Vmware

VMware ESXi/vSphere

## PROJECTS

---

01/01/2025 – CURRENT

### On going Certs

---

#### Certifications To Be Completed

- **CompTIA Network+** – Networking concepts, infrastructure, and troubleshooting
- **CompTIA Security+** – Risk management, access control, and security architecture
- **CompTIA Cloud+** – Cloud infrastructure, security, and automation
- **ITIL Foundation** – IT service management and best practices
- ccnp

### Additional Strengths

---

Proven ability to manage complex IT infrastructure and maintain 24/7 system availability  
Strong disaster recovery planning, documentation, and cross-site redundancy setups  
Trained in ITIL service management, enhancing incident, change, and problem resolution  
Skilled in supporting hybrid cloud and on-premise environments  
Excellent troubleshooting, communication, and team collaboration abilities  
Capable of performing in high-pressure and mission-critical environments