

Ahmed Shakir

IT Specialist @ Al-Hayat Scientific Office
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Professional Summary

Results-driven IT Specialist with over 4 years of experience supporting enterprise IT infrastructure and cybersecurity operations across multi-site environments. Expert in Microsoft 365 administration, network security (FortiGate, Cisco, Mikrotik), and virtualization (VMware ESXi). Proven track record in leading complex IT projects, managing multi-department systems, and aligning with ISO 27001 standards. Adept at collaborating with internal teams and external vendors to deliver secure, efficient, and reliable IT services.

Professional Experience

Al-Hayat Scientific Office – IT Specialist | Baghdad, Iraq

Jan 2022 — Present

- Installed and maintained server hardware, storage devices, and rack-mounted equipment in production environments.
- Performed preventive maintenance on UPS units and network devices to reduce downtime.
- Monitored environmental conditions (temperature, humidity, power load) using vendor tools.
- Conducted cable labeling and management for easy identification and troubleshooting.
- Conducted weekly checks on network infrastructure and critical IT assets.
- Provided remote and onsite IT support for 100+ users across multiple locations.
- Managed Microsoft 365 environment: Intune, Endpoint Central, Exchange, OneDrive, and MDM policies.
- Led and supervised complex CCTV and access control projects; coordinated with vendors and internal teams.
- Administered network infrastructure: FortiGate firewalls, Cisco/Huawei/Mikrotik/Grandstream/Aruba switches.
- Configured and maintained VPNs (site-to-site, remote access, M2M, Intranet), NAT forwarding, DMZ, ACLs.

- Oversaw virtualization infrastructure using VMware ESXi, Hyper-V; managed shared storage (Synology NAS, OneDrive).
- Deployed and supported VoIP systems (Cisco, Grandstream GXP), access doors, and printers.
- Ensured ISO 27001 compliance for IT assets and infrastructure.
- Coordinated with ISPs and solution providers to meet evolving business needs.
- Trained Teams and employees' staff and improved team efficiency.

Al-Budoor Hospital – IT Technical | Baghdad, Iraq

Oct 2021 — Jan 2022

- Supported power backup systems and battery replacements for network and security equipment.
- Conducted weekly checks on network infrastructure and critical IT assets.
- Configured Mikrotik routers and VLANs for segmented networks (management, CCTV, hotspot).
- Applied bandwidth control via PCQ and Simple Queue.
- Installed and optimized switches and Unifi access points.
- Repaired and maintained Panasonic PBX systems and network devices.
- Managed network performance using documentation of IP schema and assets.
- Delivered end-user IT support, ensuring optimal uptime and functionality.

Technical Skills

- Networking: Mikrotik, Cisco, Huawei, VLANs, VPNs (OpenVPN, L2TP, IPsec), FortiGate SD-WAN
- Cybersecurity: Firewall rules, ACLs, security monitoring, ISO 27001 compliance
- Systems: Microsoft 365 (Intune, Endpoint Central), VMware ESXi, Synology NAS
- Tools: Unifi, Azure AD, Microsoft Defender, GXP VoIP, CCTV
- Soft Skills: Team leadership, problem solving, documentation, vendor coordination

Certifications

- Certified Ethical Hacker (CEH) — Titanium LC (Jan 2024 – Mar 2024)
- Microsoft Azure 365 Administration — LLS Group (Dec 2024)
- Cisco Network Defense Course — Cisco Systems (Feb 2025)
- Fortinet NSE-4 — Titanium LC (Apr 2022)
- Fortinet Network & Security 101 — Midware Data Systems (Aug 2023)
- CCNA & MTCNA — Titanium LC (Jul 2022)
- Mikrotik Master & Cisco Switching — Titanium LC (Oct 2021)