

# TAOUFIK AMMI

(984) 228-0354 | [toufikaminew@gmail.com](mailto:toufikaminew@gmail.com) | [LinkedIn](#) | [CodingBootcampCert](#) | [CyberSecurityBootcampCert](#) | [Portfolio](#) | [Raleigh, NC](#)

---

## SUMMARY OF QUALIFICATIONS

- ★ System Administrator, Sr. Support Analyst, Restaurant Support, Jr. Web Developer, and Jr. Cybersecurity professional with a Computer Science BA degree, and 10+ years' experience working in IT.
  - ★ My passion for technology, learning new skills, helping others, problem solving and making the life of anyone who uses technology easy and secure is what motivates me to do my best and excel at what I do.
- 

## EDUCATION

- **Cybersecurity Career Track Bootcamp: Online.** Springboard. **June 22** | [CyberSecurityBootcampCert](#)
  - **Coding Bootcamp Certificate:** UNC, Chapel Hill, NC. Full Stack Web Development. **Nov 21** | [CodingBootcampCert](#)
  - **Bachelor of Information Technology:** Franklin University, Columbus, Ohio
- 

## TOP SKILLS

- **Soft skills:** Customer Satisfaction. Quality Customer Service. Billing Support. Team Player. Helper. Support, Empower, & Motivate Others. Good listener. Positive Energy. Get along well with others. Great Communication skills. Documentation. Problem Solver.
- **Windows System administration:** Active directory. User/Domain/Group Local access. IAM. Azure
- **Operating Systems:** Windows7/8/10. MAC. Linux. Ubuntu. zOS.
- **Windows Security:** Windows Firewall. Windows Security. Windows Defender. Symantec Endpoint. Security. Antivirus Scanning. Application/Server/Network.
- **Windows scripting:** Monitoring. Linux commands. Cmd. PowerShell. Linux. Windows hardening.
- **Network and Network Security:** LAN/WAN/WAP. Routing/Switching. Network protocols. VPN. RDP. Wireshark. OSI Model. TCP/IP utilities. Cloud Security. Splunk. TPAM server admin. SolarWinds. Cisco Security tools such as AMP. Umbrella. Stealthwatch. Threatgrid. Threat Response. & Mailbox Defense.
- **System Security:** Nmap. Wireshark. pfSense. Nessus. OpenVAS.
- **Cloud management:** AWS. Microsoft Azure. Intune. MIM. Exchange, Office Suite.
- **Compliance:** PCI DSS. HIPAA. SOX,
- **Cybersecurity Frameworks:** CIA triad. NIST. CIS Controls. OWASP. MITRE.
- **Cybersecurity Tools:** Wireshark. Splunk. Metasploit,
- **Virtualization:** VirtualBox. Vmware. Kali. Ubuntu. HyperV.
- **Programming:** HTML. CSS. JavaScript. SQL. Python. PowerShell Scripting.
- **Restaurant & Retail Support:** Aloha. MenuLink, CFC. NCR. KDS. NBO. QSR Auto, POS, OLO. PCI.
- **Other Skills:** Problem Solver. Troubleshooting. Project implementation, Teams, etc. Teamcenter. SAP. CAD. Scada. Printers/FAX. PagerDuty. VOIP. AVAYA. SNOW/Workspace. HP manager. CRM Database. Datacenter Technology. EPIC healthcare. Medical and hospital systems. Hospital pagers. Apple Pay & Wallet. Splunk. Kista. Hubble. PagerDuty. InkBlot. EagleVision. Quip. Animus. TeamCity. Apple Card. Apple Cash. Apple Watch. Kafka.

# PROFESSIONAL EXPERIENCE

---

## Application Support & Site Reliability Engineer (Contract) | Oct22 – Feb24 | Apple | Raleigh, NC

- As a Site Reliability Engineer (SRE) with the Apple Pay Wallet & Payments Team, I completed the below tasks to ensure the reliability, scalability, and performance of critical systems and services:
- Developed and maintained robust infrastructure and monitoring solutions tailored to the unique requirements of Apple Wallet & Payment systems.
- Applied Java debugging techniques within Splunk to troubleshoot and resolve issues efficiently, optimizing incident response and resolution processes specific to Apple Wallet & Payment applications.
- Collaborated closely with cross-functional teams to identify areas for improvement and implemented strategies to enhance the reliability and efficiency of Apple's Wallet & Payment products and services.
- Led incident management efforts, including detection, response, resolution, and post-incident analysis, leveraging tools like PagerDuty for on-call outages, to minimize downtime and mitigate risks inherent in Apple Wallet & Payment systems.
- Conducted triage analysis to prioritize and address issues promptly, escalating unresolved matters to other teams or vendors as necessary, and engaging vendors for vendor-specified systems for swift resolution within the Apple Wallet & Payment environment.
- Designed and automated infrastructure provisioning, configuration management, and deployment processes tailored to the specific needs of Apple Wallet & Payment systems, streamlining operations and enhancing scalability.
- Monitored system health and performance using various tools and technologies such as Splunk and Hubble Dashboard, proactively identifying and resolving potential issues to ensure uninterrupted service delivery within the Apple Wallet & Payment ecosystem.
- Participated in on-call rotations, leveraging PagerDuty platform for efficient incident response to handle and triage potential system outages, and to provide 24/7 support for mission-critical systems, promptly addressing incidents and implementing effective resolutions or engaging other teams or vendors.
- Conducted comprehensive testing, monitoring, and analysis to continuously evaluate and optimize system architecture, performance, and reliability, ensuring adherence to Apple's high standards within the Apple Wallet & Payment environment.
- **Skills/tools used:** . Apple Pay Wallet & Payments, Splunk, Hubble, Hubble Alerts, Radar, Kista, PagerDuty, Kafka, Java Code & Script, Terminal, Deployment, System Changes. Debugging, Monitoring, Validating, Triaging, Analysis. InkBlot. EagleVision. Quip. Animus. TeamCity. Apple Card. Apple Cash. Apple Watch.

## Tier II Support & System Administrator (Contract) | May22 – Nov23 | Town of Cary | Cary, NC

- Handled Escalations from Tier I and VIP internal professionals including but not limited to managers and departments' directors.
- Worked closely with other teams within the IT department to handle escalations and deploy new systems and projects.
- Completed and deployed multiple projects on time and made sure all the expected tasks are completed.
- Setup new devices and builds for deployments to users and projects as requested.
- Managed Office365 & Exchange users and mailboxes and verify they are in sync with AD, Okta Admin, & Azure.
- Provisioned AD new users & accounts and made sure they are in sync with Okta, Azure, & Exchange/O365 system.
- Managed and verified groups & users' access rights and permissions thru AD.
- Completed multiple tasks such as: Create/Remove & Enable/Disable users & groups thru AD and push changes to Okta, Azure, & Exchange/O365.
- Managed the high number of escalations, tickets, and requests which helps to decrease the backlog by 75%
- Handled on-call after hours calls from Tier I techs and from public safety personnel such as police officers and firefighters to assist with any software and hardware support requests or escalated issues or outages.
- Shared and contributed in creating knowledge base articles and documented new processes and training materials that helped the team with the issues and projects I personally worked on.
- **Skills/tools used:** VIP Escalation. Project Deployment. Clearing Backlog tickets. Okta Admin. AD. Windows Server. Exchange. Office Suite products. IAM. VDI. VPC/VMware. Hyper-V. RDP Bomgar. BeyondTrust. Encryption. Symantec. Antivirus. VPN. Cisco Secure Client, Cisco Security tool. AirWatch. PXE Boot. Manage Networks. Routing Switching. LAN/WAN/WAP. Windows 10 management. Windows Security. Windows Defender. Patch updates. Lenovo. Lenovo Repair requests. Lenovo portal. CAD2CAD. MAC OS. iPhone. iPad. Desktop/Laptop break/fix requests. Box Admin Support. Bimbox. Verizon Phone lines Service admin. Verizon Hotspots.

### **Senior Information Technology Specialist. | Mar20 – Oct22 | HCL Technologies | Raleigh, NC**

- Administered O365 & Exchange, and made sure users' mailboxes are set up properly according to and in sync with AD.
- Verified users and accounts are provisioned correctly thru Exchange admin tool and MIM.
- Verified user's access rights and permissions thru AD.
- Enabled/disabled/extended users' access thru AD accordingly and reset/unlock any access/password issues.
- Assigned work orders /incidents/requests to appropriate support teams and worked them closely to follow up until closure which helped 90% of backlog tickets and meet 95% SLA metrics.
- Installed and configured mainframe OS(zOS) and ensured it is operational.
- Escalated any IBM Mainframe hardware and OS issues to the resolver group and followed up as needed.
- **Skills/tools used:** AD. Windows Server. Exchange. Office products. IBM. IBM Mainframe Office365. IAM. MIM. AD. VDI. VPC/VMware. Hyper-V. RDP Bomgar. BeyondTrust. Evanti. Encryption. Symantec VIP, Axiad. VPN. GlobalProtect. AirWatch. HUB. Manage Networks. Routing Switching. LAN/WAN/WAP. Citrix Receiver. Citrix Workspace. React. Windows 10 management. Windows Security. MAC OS. iPhones. iPads. App store. Desktop/Laptop break/fix requests.

### **Taleo HealthStream Tier II Remote Support Specialist(Contract) | Sept19 – Jan20 | Tenet Health | Dallas, TX**

- Worked with employees to troubleshoot, diagnose, and resolve system access and functionality issues.
- Provided Taleo/HR applications in person/phone support to internal employees.
- Verified users access to Office 365 and exchange is synced with AD and Azure.
- Escalated any access users' issue to resolver groups and follow to completion then inform users and test access.
- Assisted the team in running reports and capturing metrics and completing 95% of related projects.
- **Skills/tools used:** Taleo. HR reports. Troubleshooting. AD. VPN. RDP. VMware. SNOW. Exchange. Office365. Office Suite.

### **Tier III Restaurant Support Analyst. | Jan18 – Sept19 | Pei Wei | Irving, TX**

- Supported in-house developed and third-party applications such Aloha Mobile, NCR, Radiant, KDS QSR Auto, Command Center, CFC, MenuLink, Taleo, OLO, and multiple restaurant systems applications.
- Used CCM, VNC, & RDP to remote into restaurant File servers and terminals to troubleshoot any issues.
- Helped users with different Operating Systems such Win10 and MAC.
- **Skills/tools used:** CFC. MenuLink. Taleo, OLO. CCM. VNC. RDP. KDS QSR Auto. NCR. NCR Radiant. Aloha. Manage Networks. Routing Switching. LAN/WAN/WAP. VMWare. HyperV. AD group policy. Group memberships.

### **Restaurant Support Professional (Contract). | Dec17 – Dec18 | Brinker International | Dallas, TX**

- Supported in-house developed and third applications such Aloha, NCR, Radiant, KDS, QSR, Command Center, CFC, MenuLink.
- Tested applications functionality with users and made sure applications are ready to be deployed.
- Worked with vendors to provide hardware, network, and peripheral device installation and troubleshooting.
- **Skills/tools used:** CFC. MenuLink. Taleo. OLO, CCM. VNC. RDP. KDS QSR Auto. NCR Radiant. Aloha. VMWare. Hyper-V.

### **Cloud Client Support Professional (Contract). | Jan16 – Dec16 | D&H Financial Technologies | Irving, TX**

- Used PowerShell to perform multiple admin tasks, manage registry, and access event logs.
- Helped users to request & access cloud applications and ensure availability and performance.
- Maintained and reset/reboot cloud servers to tackle any access and performance issues.
- Used C3 cloud platform to access clients cloud portal. Troubleshoot any C3 log in or access issues.
- Supported XenApp and used it to access clients' servers and virtual machines.
- **Skills/tools used:** C3 Cloud system. AD. XenApp. Server2008. RDP. Troubleshooting. PowerShell. Registry. Event Log. Hyper-V. VMWare. AD Group policy. Server Maintenance. Outlook Calendars. Exchange. Office365 management.

### **Epic Software Support (Project). | Jan15 – Dec15 | Children's Hospital | Buffalo, NY**

- Provided phone/email support in regard to EPIC or any health system application.
- Routed any non-related EPIC questions or concerns to the correct department or group.
- **Skills/tools used:** EPIC. Pagers, VMware. RDP. HyperV.AD. Server 2008. Office Suites. Troubleshooting. Problem Solving.

### **Tier II Desktop Support. | Feb12 – Mar15 | Earthlink Business | Buffalo, NY**

- Performed application installation and Win7 compatibility testing, task sequence troubleshooting.
- Migrated machines and users from Win7/WinXP to Windows 8 as requested.
- Addressed any migration issues and walked users through using the new Operating Systems.
- **Skills/tools used:** C3 Win7/WinXP migration. PXboots. SCCM. Win8. Windows OS installation. MAC OS. Troubleshooting.