

TAOUFIK A.

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Professional Summary

Experienced System Administrator, Application Support Analyst, and Cybersecurity Specialist with a Bachelor's in Information Technology and 10+ years of IT experience. Passionate about technology, problem-solving, and enhancing system security and efficiency. Strong background in iOS, Windows/Linux system administration, cybersecurity, cloud computing, and application support. Proven ability to troubleshoot, automate, and optimize IT infrastructure while ensuring compliance with security standards.

Education & Certifications

- Cybersecurity Career Track Bootcamp- Springboard (2022)
- Full Stack Web Development Bootcamp-UNC Chapel Hill (2021)
- Bachelor's in Information Technology – Franklin University, Columbus, OH

Technical Skills

Systems Administration & Security

- Windows Server (2012/2016/2019), Active Directory, Group Policy, IAM, Azure AD
- Linux (Ubuntu, Kali), MacOS, Virtualization (VMware, Hyper-V, VirtualBox)
- Endpoint Security: Windows Defender, Symantec, Antivirus, System Hardening
- Compliance: PCI DSS, HIPAA, SOX

Cybersecurity & Networking

- Network Security: Firewalls, SD-WAN, VPNs, RDP, Cisco Security (AMP, Umbrella, Stealthwatch)
- Threat Monitoring: Splunk, Wireshark, Nessus, OpenVAS, Metasploit
- Cybersecurity Frameworks: NIST, CIS Controls, MITRE ATT&CK, OWASP
- Cloud Security: AWS, Microsoft Azure, Intune

Programming & Automation

- Scripting: PowerShell, Bash, Python, JavaScript
- Databases: SQL, MySQL
- CI/CD: Deployment, Monitoring, Debugging

Application & Software Support

- Apple Pay/Wallet, Apple Developer Tools, iOS/macOS Support
- Microsoft 365 (Exchange, SharePoint, Intune), ServiceNow (SNOW)
- CRM & Enterprise Applications: Salesforce, SAP, Dynamics 365

Soft Skills

- Customer Service & Communication – Delivered 95%+ customer satisfaction by resolving IT issues efficiently.
- Problem-Solving & Critical Thinking – Diagnosed complex system issues 30% faster than industry average.
- Project Management & Implementation – Successfully led IT deployment projects.
- Documentation & Training – Created 15+ knowledge base articles, reducing repeat tickets by 30%.
- Collaboration & Leadership – Mentored junior IT professionals, fostering a team-oriented work environment.

Professional Experience

Apple – Raleigh, NC

Apple Pay/Wallet Acceptance Support | May 2024 – Present

- Provide technical support for Apple Pay/Wallet partners, ensuring seamless integration and compliance.
- Troubleshoot merchant payment acceptance issues, working with banks, acquirers, and payment processors.
- Manage and resolve 50+ cases weekly, reducing issue resolution time by 30% through proactive tracking.
- Monitor certificates, tokens, and payment transaction logs to identify anomalies and prevent disruptions.
- Coordinate with engineering teams to escalate and resolve critical system and security vulnerabilities.
- Utilize internal tools (Sonar, Developer, SuperNova, iReporter) for real-time monitoring and case management.
- Notify partners of expiring certificates, guiding them through the renewal process to maintain compliance.

Application Support & Site Reliability Engineer | Nov 2023 – Apr 2024

- Reduced incident resolution time by 30% through Java debugging, Splunk log analysis, and SQL queries.
- Monitored application health and performance, proactively identifying system bottlenecks and potential failures.
- Managed incident detection, triage, and resolution using PagerDuty, Hubble Dashboard, and ServiceNow.
- Worked closely with DevOps teams to optimize CI/CD deployment pipelines, improving software rollout efficiency.
- Developed automated alerting scripts in PowerShell and Python to enhance real-time issue detection.
- Investigated system crashes and anomalies, providing detailed root cause analyses and implementing fixes.
- Collaborated with cross-functional teams to enhance platform reliability, leading to a 25% improvement in uptime.

Town of Cary – Cary, NC

System Administrator & Windows Engineer | May 2022 – Nov 2023

- Managed 500+ Active Directory users, ensuring secure access across Azure AD, Exchange, and Okta.
- Developed PowerShell automation scripts to streamline user provisioning, reducing manual workload by 40%.
- Provided 24/7 on-call support for public safety and municipal IT systems, achieving a 98% SLA compliance rate.
- Utilized SD-WAN and other network tools to monitor and troubleshoot network traffic issues and address them according.
- Escalate any unresolved network issues to Network engineers for further investigation and resolution.
- Deployed Windows Server updates and security patches, ensuring system compliance with CIS benchmarks.
- Worked on refresh and windows migration projects, transitioning 100+ users to Microsoft Intune and 1000+ Lenovo laptops refreshed and deployed.
- Utilized ServiceNow for ticket management and to track incident resolution and deployment projects.
- Designed and deployed 10+ SharePoint sites a week, improving internal documentation and team collaboration.
- Managed Windows OS imaging and deployment using Microsoft Deployment Toolkit (MDT) and SCCM.
- Created 10+ weekly detailed IT documentation and knowledge base articles, reducing repetitive support requests by 30%.

HCL Technologies – Raleigh, NC

Senior Information Technology Specialist | Feb 2020 – May 2022

- Administered O365, Exchange, and Active Directory, ensuring seamless user provisioning and access.
- Resolved 95% of escalated tickets related to system access, email synchronization, and security policies.
- Provided daily remote technical support to 1000+ users and clients.

Tenet Health – Dallas, TX

Taleo HealthStream Tier II Remote Support | Sept 2019 – Feb 2020

- Provided remote technical support to 100+ users for Taleo and HR applications and resolved any system issues.
- Verified Office 365 and Exchange synchronization with Active Directory and Azure AD.

Pei Wei & Brinker International – Irving, TX

Tier III Restaurant Support Analyst | Jan 2018 – Sept 2019

- Supported restaurant IT infrastructure, including POS systems, KDS, and Aloha software.
- Diagnosed and resolved network and application issues, ensuring smooth operations across locations.

D&H Financial Technologies – Irving, TX

Cloud Client Support Professional | Jan 2016 – Mar 2017

- Utilized PowerShell scripting for administrative tasks and system automation.
- Provided cloud application support, maintaining server performance and access security.

Earthlink Business – Buffalo, NY

Tier II Desktop Support | Feb 2012 – Dec 2015

- Migrated Windows XP/7 users to Windows 8, ensuring minimal disruption.
- Provided desktop and hardware support, troubleshooting OS and application issues.