YOUSEF A. MAHDI
IT Support Engineer, L2 Support, System Administrator

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PROFESSIONAL SUMMARY

Certified IT System Support Specialist with 3+ years of experience delivering L1/L2 support and system administration across enterprise and large multi-site retail environments. Achieved **95% first-call resolution**, consistently **exceeded SLAs by 20–40%**, and supported **160+ enterprise users** and **300+ retail locations**. Skilled in **Active Directory, Office 365, ManageEngine (Desktop Central & ServiceDesk)**, and **Cisco Meraki**, with working knowledge in **PowerShell automation** to improve operational efficiency.

CORE COMPETENCIES

• L1/L2 Technical Support • System Administration • Network Infrastructure • Identity & Access Management
• ITIL & SLA Management • Automation & Optimization • Technical Documentation • Customer & Stakeholder Support

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TECHNICAL SKILLS

Systems & Administration: AD (Lifecycle, GPO), Office 365 & Teams, Exchange Server, Windows Server, File Servers, Avaya IP Phones, BlackBerry UEM

Endpoint & Security: Desktop Central, FortiAuthenticator (VPN/MFA), FortiClient, Windows 10/11, macOS, Asset Management

ITSM & Networking: ServiceDesk Plus, ServiceNow, ITIL, Cisco Meraki MX/MS, LAN/WAN, TCP/IP, DNS, DHCP, VPN

Automation & Cloud: PowerShell, Google Cloud Platform (Compute Engine, VPC, IAM)

CERTIFICATIONS

Google Cloud ACE (2025–2028) | MCSA: Windows Server 2012 | CCNA (2024–2027) | Fortinet FCA (2025–2027) | Fortinet FCF (2025–2027) | (ISC)² CC (2023–2026) | McKinsey Forward Program

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PROFESSIONAL EXPERIENCE

IT Support Engineer | iSolution (Managed Services Provider)

Riyadh, Saudi Arabia | Jun 2023 – Present

iSolution deploys engineers to major clients across the Kingdom.

CURRENT CLIENT ENGAGEMENT: Saudi Re for Cooperative Reinsurance
L2 Support Engineer | Aug 2025 – Present

Providing L2 technical support and system administration for **160+ users** across HQ and branch sites.

KEY ACHIEVEMENTS

- **Optimized Desktop Central** through full inventory and deduplication audit, improving performance and reducing redundant endpoints.

- **Established complete IT asset management** for **180+ devices**, with lifecycle tracking and governance standards.

- **Developed PowerShell scripts** automating administrative tasks (ServiceDesk workflows, credential handling), reducing manual effort.

CORE RESPONSIBILITIES

- Provide L2 technical support and system administration, ensuring SLA compliance via ServiceDesk Plus.

- Manage **Active Directory lifecycle**, Exchange provisioning, and **FortiAuthenticator** for VPN/MFA.

- Oversee **Desktop Central** for patching, deployments, and endpoint governance.

- Administer **Office 365 & Teams**, including licensing, access control, and service policies.

- Support file servers, shared permissions, BlackBerry UEM, Avaya phones, and Dell/HP/Lenovo endpoints.

PREVIOUS CLIENT ENGAGEMENT: McDonald's Saudi Arabia (300+ Retail Locations)
Network & IT Support Engineer | Jun 2023 – Aug 2025
Delivered 24/7 remote support ensuring uptime for nationwide retail operations.

KEY ACHIEVEMENTS

- Achieved **95% first-call resolution** across **3,000+ incidents**, minimizing downtime across 300+ branches.

- Consistently **exceeded SLA response/resolution targets by 20–40%** through efficient prioritization and root-cause analysis.

- **Authored technical documentation & knowledge base articles**, improving onboarding and reducing recurring issues.

CORE RESPONSIBILITIES

- Troubleshot complex network issues using **Cisco Meraki MX/MS** (VLAN, DHCP/DNS, WAN failover).

- Supported retail technologies: **PAR/HP POS**, digital menu boards, kitchen video systems, printers.

- Managed incidents in **ServiceNow**, performing detailed diagnostics and escalating L3 issues when required.

- Assisted with upgrades, rollouts, and post-deployment validations.

Technical Support Specialist | Alsafeer Worldwide for Travel & Tourism
Aden, Yemen | Jan 2020 – Dec 2020
- Maintained **95% system uptime** across Windows/macOS environments.

- Installed and configured operating systems, network printers, and office hardware.

- Troubleshot LAN and connectivity issues.

CAREER NOTE (Pre-IT Roles)
Prior to IT, developed strong coordination and client-service skills in international environments:
• **Visa Coordinator – Djibouti (2021–2022):** Managed **50–70 cases/month**, achieving **99% satisfaction**.
• **Healthcare Facilitator – India (2018–2019):** Supported **400+ international patients**, handling travel, communication, and medical logistics.
This foundation strengthens my IT service delivery with exceptional stakeholder management and customer-experience discipline.

EDUCATION
Bachelor of Science in Information Technology
Lebanese International University – Aden, Yemen
GPA: 3.81/4.00 | Graduated with Honors | Feb 2016

PROFESSIONAL AFFILIATION
Saudi Council of Engineers (SCE) | ID: 1015163 | Since 2024

LANGUAGES
Arabic (Native) | English (Advanced)