

HESHAM BAHHUR

PROFESSIONAL SUMMARY

Results-driven System Administrator with a strong foundation in systems administration and network operations, supporting reliable, scalable, and secure enterprise environments. Experienced in managing network infrastructure, administering systems, and optimizing performance, availability, and uptime across business-critical systems. Brings proven leadership experience from prior management roles, enabling strong communication, operational efficiency, and effective collaboration across technical and non-technical teams. Holds CompTIA A+, Network+, and Security+ certifications, Microsoft Certified: Azure Fundamentals, and a BBA in Management Information Systems. Motivated to continue growing in systems and networking, with a strong interest in system architecture, network design, automation, and hybrid cloud environments.

PROJECTS

- Home Network Security & Intrusion Detection System Setup:** Designed and deployed a home network with pfSense firewall and OpenVPN for secure remote access, simulating real-world network environments. Monitored network traffic with Wireshark to detect anomalies and secure the network from potential external threats.
- Active Directory & Group Policy Management:** Setup a Windows Server Active Directory environment to manage user accounts and security settings. Configured Group Policy Objects to enforce password policies, restrict user access, and apply security settings across the domain. Performed routine security audits to identify vulnerabilities and ensure the integrity of the AD environment.
- VPN Configuration and Secure Remote Access:** Setup a Virtual Private Network (VPN) using Wireguard to enable secure remote access to the home lab environment, ensuring encrypted communication between devices. Regularly monitored VPN traffic to ensure data integrity and identify potential breaches.

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SKILLS

Technical Skills

- SIEM Tools:** Wazuh
- Network Security and Administration:** IDS/IPS, VPN setup, Zoom Room/Phone Management, Wireless Networks, Router/Switch Management
- Cloud Platforms:** Amazon Web Services, Microsoft Azure, Linode
- Endpoint Security:** Microsoft Defender for Endpoint Security, Microsoft Sentinel, Datto, PDQ, Iru (Kandji), Cisco Meraki, Zscaler
- Security Tools:** Wireshark, Nmap, Nessus
- Operating Systems:** Windows, Linux, MacOS

Interpersonal Skills

- Communication:** Clear and concise communication and technical report writing
- Teamwork:** Collaborative problem-solving and ability to work effectively in a team environment
- Customer Service:** Patience and empathy with a proven ability to resolve technical issues effectively
- Adaptability:** Flexible approach to changing priorities, quick learner and adept at acquiring new skills and knowledge
- Attention to Detail:** Meticulous in analyzing security events and incidents.

WORK HISTORY

Systems Administrator, 10/2025 - Current

Orion Financial

- Configure, deploy, and manage Apple devices and enterprise systems, ensuring proper setup, security, and seamless integration.
- Manage user accounts, permissions, and access controls in alignment with security best practices and compliance requirements.
- Perform system updates, patching, maintenance, and assist with hardware deployments, upgrades, and migrations to support business needs.
- Document procedures and apply security best practices to protect sensitive data and improve operational efficiency.

Senior Network Administrator, 1/2025 - 1/2026

FishbytePCs

- Design, deploy, and maintain network infrastructure, including LAN, WAN, VPN, and wireless networks.
- Monitor network performance, troubleshoot connectivity issues, and optimize system efficiency.
- Implement and enforce network security policies, including firewalls, intrusion detection/prevention systems (IDS/IPS), and access controls.
- Manage network hardware, including switches, routers, firewalls, and load balancers.
- Document network configurations, procedures, and troubleshooting guidelines for future reference.

Store Manager, 10/2014 - 10/2025

AN1, INC.

- Managed a small, close-knit team of employees, overseeing technical support and daily retail operations for a high-traffic wireless store.
- Used CompTIA A+ and Network+ knowledge to troubleshoot hardware and software issues, reducing customer complaints.
- Demonstrated empathy and patience in addressing diverse technical challenges.
- Fostered team independence through knowledge-sharing, ensuring staff could resolve issues without direct supervision.

REFERENCES

References available upon request.

CERTIFICATIONS

- Microsoft Certified: Azure Fundamentals - Issued: April 2025
- CompTIA Secure Infrastructure Specialist Certification - Issued: February 2022, Expires: February 2028
- CompTIA Security+ CE Certification - Issued: February 2022, Expires: February 2028
- CompTIA IT Operations Specialist Certification - Issued: July 2021, Expires: February 2028
- CompTIA Network+ CE Certification - Issued: July 2021, Expires: February 2028
- CompTIA A+ CE Certification - Issued: April 2021, Expires: February 2028

EDUCATION

Bachelor of Business Administration, Management Information Systems
The University of Mississippi

Associates of Applied Science, Management Information Systems
Northwest Mississippi Community College

LANGUAGES

English

Native