

HESHAM BAHHUR

PROFESSIONAL SUMMARY

Systems Administrator with hands-on experience supporting and modernizing enterprise infrastructure across Microsoft 365, Azure/Entra ID, Active Directory, VMware, Windows Server, AWS, networking, and endpoint management. CompTIA A+, Network+, and Security+ certified, with experience in infrastructure migrations, automation, virtualization, identity management, and enterprise systems administration. Proven ability to lead technical initiatives, troubleshoot complex environments, and improve the security, reliability, and efficiency of IT operations.

PROJECTS

- **Portable Datacenter & Virtualization Lab:** Built a portable Proxmox-based environment with pfSense, Firezone, Docker/Portainer, AdGuard, Uptime Kuma, Linux/Windows virtual machines, and segmented private services for secure access across home and travel networks.
- **Active Directory & Windows Server Lab:** Built a Windows Server Active Directory environment with Group Policy, DNS/DHCP, user and group administration, access controls, and security policies to strengthen enterprise identity and infrastructure administration skills.
- **Self-Hosted Enterprise Services Lab:** Deployed and supported Linux-based applications and containerized services using Docker, Portainer, and Nginx reverse proxy, with hands-on troubleshooting, service monitoring, secure remote access, and infrastructure documentation.
- **Virtualized Remote Work Infrastructure Lab:** Designed and maintain a virtualized Windows environment supporting Active Directory, Windows Server 2022, a Windows 11 virtual desktop, and centralized file-share storage for remote users. Manage domain services, user access, permissions, virtual machine resources, networking, storage, and system availability to support reliable day-to-day remote work.



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SKILLS

Technical Skills

- **Infrastructure & Virtualization:** Windows Server, Active Directory, Group Policy, VMware vSphere, Proxmox, Veeam
- **Microsoft & Identity:** Microsoft 365, Entra ID, Exchange Admin Center, Microsoft Graph, Azure
- **Automation & Deployment:** PowerShell, PDQ Deploy, Datto RMM, automation scripting
- **Endpoint Management:** Iru, Cisco Meraki, Apple/macOS, Windows
- **Networking & Security:** DNS, DHCP, VPN, routing/switching, wireless, Zscaler, Defender, Sentinel One, Wazuh, Wireshark
- **Cloud & Platforms:** AWS, Azure, Linux, Docker, Portainer, Nginx

CERTIFICATIONS

- **Cisco Certified Network Associate (CCNA)** – Issued: October 2026, Expires: October 2029
- **Microsoft Certified: Azure Fundamentals** – Issued: April 2025
- **CompTIA Security+ CE Certification** – Issued: February 2022, Expires: February 2028
- **CompTIA Network+ CE Certification** – Issued: July 2021, Expires: February 2028

WORK HISTORY

Systems Administrator | Oct 2025 - Present

Orion Financial

- Administer and modernize enterprise infrastructure across Windows Server, VMware vSphere, Active Directory, Microsoft 365, and Entra ID, supporting secure hybrid operations.
- Develop PowerShell and Microsoft Graph automation for patching, identity administration, reporting, and recurring operational tasks, reducing manual effort and improving consistency.
- Manage identity and access controls across Active Directory and Entra ID, including user lifecycle, permissions, authentication, and security-policy troubleshooting.
- Support and execute infrastructure upgrades and migrations, including Windows Server modernization, domain controller and RADIUS migrations, hardware replacement, and production system changes.
- Deploy and manage Apple and Windows endpoints using MDM and software deployment platforms, including Kandji/Iru, PDQ Deploy, and Cisco Meraki.
- Administer and troubleshoot enterprise services including Veeam backup and recovery, Microsoft 365, Zscaler, VMware infrastructure, and AWS-hosted systems.
- Create technical documentation and apply security best practices to improve operational reliability, repeatability, and recovery readiness.

Senior Network Administrator | Jan 2025 - Jan 2026

FishbytePCs | Concurrent Role

- Design, deploy, and maintain network infrastructure, including LAN, WAN, VPN, and wireless networks.
- Implement network security policies, including firewalls, intrusion detection/prevention systems, 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 | Oct 2014 - Oct 2025

AN1, INC.

- Managed daily operations and a small team, including scheduling, training, technical support, and customer service.
- Balanced operational priorities, customer needs, and technical problem-solving in a fast-paced retail environment.
- Built team independence through training and knowledge-sharing, enabling staff to resolve issues without direct supervision.

- CompTIA A+ CE Certification -
Issued: April 2021, Expires:
February 2028

EDUCATION

**Professional Training: Azure AI
Fundamentals Course**
Tech901 | 2026

**Bachelor of Business Administration,
Management Information Systems**
The University of Mississippi | 2020

**Associates of Applied Science,
Management Information Systems**
Northwest Mississippi Community College
| 2014