HESHAM BAHHUR

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PROFESSIONAL SUMMARY

Results-driven IT professional with a strong background in both business operations and networking, seeking to transition into cybersecurity. Currently serving as a Senior Network Administrator, managing complex network infrastructures, ensuring security, and optimizing performance. Simultaneously excelling as a Store Manager, demonstrating leadership, problem-solving, and operational efficiency. Bringing a unique blend of technical expertise and business acumen, with CompTIA A+, Network+, and Security+ certifications, a BBA in Management Information Systems, and hands-on experience in network security, risk management, and IT infrastructure. Passionate about cybersecurity, threat mitigation, and securing enterprise systems against evolving threats. Adept at bridging the gap between technology and business strategy to drive security-focused solutions.

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.

SKILLS

Technical Skills
- **SIEM Tools:** Wazuh
- **Network Security and Administration:** IDS/IPS, VPN setup, Firewall Configuration, Wireless Networks, Router/Switch Management, TCP/IP, DNS, DHCP
- **Cloud Platforms:** Amazon Web Services, Microsoft Azure, Linode
- **Endpoint Security:** Microsoft Defender for Endpoint Security, Microsoft Sentinel, Datto
- **Security Tools:** Wireshark, Nmap, Nessus, Firewall Management.
- **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, and precision in documenting procedures and protocols

WORK HISTORY

Senior Network Administrator, 1/2025 - Current
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 - Current
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

- **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