

Omar A. Aziz

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IT Instructor and Technical Trainer:

- 10+ years experience as a dynamic and engaging technical instructor in both academic and corporate environments
- Adept at creating classroom and web-based training and instructional materials, teaching aids, as well as technical/troubleshooting manuals and user guides.
- Excel at collaborating with managers, instructors, and clients to determine training needs.

Results-Driven Systems Administrator:

- 18 years experience in analyzing, designing, and implementing state of the art IT infrastructures that achieve corporate growth and exceed customer needs
- Effectively planned, installed, configured, managed, and optimized hardware, software, peripherals, networks, systems security
- Productively led cross functional project teams with diverse technical backgrounds from requirements gathering to deployment and support.
- Superior troubleshooting and technical support abilities with migrations, network connectivity, security and database applications
- Strong interpersonal, intuitive, technical, analytical, problem solving, leadership, teamplayer, and people skills with excellent customer service

AREAS OF EXPERTISE

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| <ul style="list-style-type: none">❖ LAN/WAN administration❖ Project management and team leadership❖ Enterprise-wide IT solutions and asset management❖ System Imaging and application packaging❖ Systems installation, configuration, integration❖ Systems maintenance, backup, upgrade, and optimization | <ul style="list-style-type: none">❖ Training & Mentoring❖ Information systems security and integrity❖ Various computer and operating systems❖ Business continuity planning❖ Quality and productivity improvement❖ Problem analysis and resolution❖ Virtualization |
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TECHNICAL PROFICIENCIES

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| <ul style="list-style-type: none">❖ Platforms: Windows NT/2000/XP/Vista/7/8.1/10, Windows 2003/2008R2/2012R2/HyperV, Mac OS❖ Networking: LAN/WAN connections, DNS, DHCP, WINS, Active Directory, VPN, TCP/IP Networking, Router Configuration, Citrix❖ Servers/Clustering: IIS, MS SQL 2012-2014, MYSQL, MS Virtual Servers and VMware workstation,❖ Hardware: MAC, IBM, Dell, HP desktops/laptops, Servers, multifunctional and bar-code printers, Scanners, Clone computers, LCD Projectors, iPhones, iPads❖ VoIP: Sonus Networks systems and software | <ul style="list-style-type: none">❖ Tools: Storage Craft imaging solutions, Microsoft Office Suite XP/2003/2007/2010/2013/2016, Symantec, McAfee and TrendMicro WorryFree server/Client antivirus suites, Ghost, ERD, Storage Craft, Adobe Acrobat, Scientific applications❖ Wireless: Cisco Base Station, Access Points, Routers❖ Communication: VPN, Proxy, Windows RDP, Teamviewer, VNC❖ Training: Systems Security - Windows 2012 R2 410/411/412 - Sato Industrial Certified - Windows 10 Troubleshooting - Project and Time Management |
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EDUCATION

Master of Business Administration Project Management & Information Security	KELLER GRADUATE SCHOOL OF MANAGEMENT	Houston, TX 2009
Master of Science Computer Information Systems	UNIVERSITY OF PHOENIX	Houston, TX 2003

PROFESSIONAL EXPERIENCE

**Senior Technical Trainer
& Course Developer**

RIBBON COMMUNICATIONS
(Previously Sonus Networks)

Houston, TX
2015 to Present

- Redesigned, developed and produced instructional materials for online courses in video format, and Instructor lead training on Ribbon telecommunication products: hardware and software for VoIP
- Created new courses for new Ribbon products
- Updated and modified existing course contents to reflect changes in technology and new product release
- Developed assessment tests for the trainees to obtain certification for their courses
- Achieved high customer satisfaction through the delivery of quality training tailored to the customer's needs

Information Technology Adjunct Faculty

HOUSTON COMMUNITY COLLEGE

Houston, TX
2005 to Present

- Offered a learning environment so that students with different learning abilities may achieve success
- Prepared online course materials on **Canvas, Blackboard** and **Moodle**, with multimedia features to facilitate the learning of challenging concepts
- **Information technology and business applications courses** taught (at HCC and other institutions):

- ❖ MS Office 2003/XP/2007/2010/2013/2016
- ❖ Introduction to PC
- ❖ Incident Response & Disaster Recovery
- ❖ Management of Information Systems
- ❖ Computer Security Fundamentals

- ❖ Windows 2003/XP/Vista/Win7/Win10 and applications
- ❖ Networking
- ❖ Operating Systems
- ❖ Workforce leadership and critical thinking skills for student success

IT Instructor

GENESYS WORKS

Houston, TX
Each Summer since 2013

- Taught the CISCO IT Essentials course to underprivileged high school students in an 8 week intensive program.
- Mentored students during their training in computer maintenance, deployment, cabling and customer support.
- Coached successful students in mock interviews to prepare for their internships at major Houston corporations.

Infrastructure Engineer

CONSULTANT

Houston, TX
2015 to 2016

Enterprise-wide system security restructuring:

- Installed, configured, and managed Windows 2012 R2 Active Directory Organizational Units
- Managed Meru Wireless network with different types of network clients, access, and firewall security
- Worked on Honeywell Thor terminal VC1 to install and configure Windows Embedded XP and Freefloat, and One Link applications for bar coding
- Set up Honeywell Forklift systems and scanning solutions
- Pushed new TrendMicro antivirus Worry Free to all computers across the network

Asset management optimization:

- Identified, and replaced defective Cisco Switches and Access points
- Performed inventory control after installing industrial database on end user clients and servers
- Optimized asset management through Desktop Central, including application deployment, install/remove unwanted software

Server virtualization:

- Managed Global Data Vault cloud back services on virtual and non virtual server farms
- Installed and configured physical and virtual servers

Systems migration and back up:

- Migrated desktops from Win 7 to Win 10, and deployed Windows 10 across different platforms
- Installed and configured software including SQL 2008 Client Management, SAP and Oracle plug-ins, MS Office Google Apps and Drives, and scientific applications such as Alchemy

IT documentation and training:

- Wrote "How to" documents and training manuals for users and IT team groups
- Created presentations and provided training to users and IT groups on Windows 10, MS Office 2010-13, Securing

your PC, shared drives.

Working with WorkFront Ticketing System to:

- Resolved hardware, software and network issues for local and global customers
- Generated weekly/monthly virus reports to upper management and scanned and cleaned infected systems

Senior Desktop Engineer	CONSULTANT	Houston, TX 2014 to 2015
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IT Projects: Successfully completed projects using Citrix to remotely access systems at different stores including:

- Migrating desktops/laptops from Win XP to Win 7 and Windows 8 using imaging and re-imaging techniques
- Configuring workstations and printers (HP), upgrading PCs, Restoring SQL 2008 Databases
- Setting up, configuring and troubleshooting FortiGate/FortiNet, Cisco 1841 and Cisco Meraki Routers
- Installing and configuring software such as SQL 2008 Client Management and Outlook 2003/2007/2010
- Installing, configuring, and administering DNS, DHCP, Active Directory, Microsoft Dynamics AX

IT Helpdesk: Worked with the Help Star Ticketing System to remotely resolve hardware, software and network issues

Senior Technical Trainer	SONUS NETWORKS	Westford, MA 2011 to 2012
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- Taught advanced level technical classes to global telecommunication companies, spanning the entire line of Sonus Networks products. Classes included hands-on application, such as VoIP replacement of Class-4 and Class-5 switches, and hardware configuration of Sonus Softswitch and other products.
- Developed instructional materials for new Sonus products in both online and face-to-face environment
- Revised existing course materials to enhance customer experience with hands-on exercises and simplified user guides
- Achieved high customer satisfaction through the delivery of quality training tailored to the customer's needs

Information Technology Manager (2007 to 2011) Senior PC Systems Administrator (2004 to 2007) Sr. Microcomputer LAN Specialist (2003-2004)	RICE UNIVERSITY	Houston, TX 2003 to 2011
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System Administration:

- Maintained information systems through server, workstation, and desktop support, software upgrades, hardware installation, and security updates. Administered and maintained user security for access to LANs
- Managed the development, implementation, and system maintenance for disaster prevention and recovery, and system backup and restoration. Coordinated the Disaster recovery team

Project Management:

- Planned, monitored and assisted with all stages and types of projects involving the IT Division.
- Actively involved in all aspects of information systems management for Rice Community at the enterprise level
- Improved system security through design, installation, and configuration of Enterprise WSUS and TrendMicro OfficeScan Antivirus software
- Recommended projects according to established strategic criteria, budget and resource limitations, while providing optimum ROI, and increased productivity.

Customer Support:

- Provided complex tech-support to clients for their business activities and resolved hardware and software issues
- Trained faculty and staff in the proper care and general maintenance of microcomputer equipment, as well as in the use of productivity software. Wrote several tutorial manuals, policies, and procedures.
- Supervised and trained field and lab technicians, as well as student lab assistants in performing end-user support, business application and medical software installation, and minor hardware repairs.

ADDITIONAL EXPERIENCE

IT Instructor	DEVRY UNIVERSITY, KELLER GRADUATE SCHOOL OF MANAGEMENT, ITT TECHNICAL INSTITUTE	Houston, TX 2003 to 2011
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System Administrator (2000 to 2003) Computer Laboratory Supervisor (1998 to 2000)	BAYLOR COLLEGE OF MEDICINE	Houston, TX 1998 to 2003
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