YOUSEF A. MAHDI

📍Riyadh, Saudi Arabia| 📞+966 57 517 7420| ✉ eng.yousef90@outlook.com| 🔗 [Portfolio](#)| 🔗 [LinkedIn](#)

🧠 Professional Summary

IT professional with over six years of experience providing L1 and L2 support across network and system environments. Currently supporting over 300 McDonald's locations across Saudi Arabia, ensuring smooth operations through proactive troubleshooting, infrastructure management, and performance optimization. Strong background in enterprise IT, with hands-on knowledge of network administration, system support, and cybersecurity best practices. Known for solving complex technical issues in fast-paced environments, adapting quickly to evolving demands, and maintaining high standards of service and reliability.

💼 Professional Experience

Network Engineer – McDonald's Support Project
iSolution, Riyadh, Saudi Arabia
Jun 2023 – Present

- Provide 24/7 remote technical support to 300+ McDonald's stores across Central, Eastern, and Northern KSA.

- Maintain and troubleshoot a wide array of in-store systems including Meraki routers/switches, POS, digital Menu Boards, drive-thru timers, and kitchen video systems.

- Handle L1–L2 issues via phone, email, and ticketing systems; escalate unresolved cases to field specialists or senior engineers.

- Ensure rapid incident resolution, minimizing downtime and enhancing business continuity.

- Collaborate with internal teams on system upgrades and documentation.

Visa Coordinator
Alsafeer Worldwide for Travel & Tourism, Djibouti
Jan 2021 – Dec 2022

- Managed visa processing for clients, liaising with embassies and overseeing documentation, appointments, and submission workflows.

- Acted as the official company representative to embassy staff, ensuring smooth coordination and timely approvals.

Technical Support Specialist
Alsafeer Worldwide for Travel & Tourism, Aden, Yemen
Jan 2020 – Dec 2020

- Delivered daily IT support, resolving hardware/software/network issues and maintaining uptime across office systems.

- Installed and configured operating systems, printers, and networked devices.

Healthcare Facilitator
Fortis Healthcare Limited, New Delhi, India
Jan 2018 – Nov 2019

- Supported international patients throughout their treatment journey, from travel planning to post-treatment follow-up.
- Coordinated accommodations, interpretation services, and patient–doctor communications.
- Ensured compliance with hospital policies while managing tight schedules and sensitive health data.

🎓 Education

Bachelor of Science in Information Technology
Lebanese International University, Aden, Yemen
GPA: 3.81 / 4.00 – *Feb 2016*

📜 Certifications

- **Fortinet Certified Associate Cybersecurity** – ID: 3144872105YM
  Valid: April 2025 – April 2027
- **Fortinet Certified Fundamentals in Cybersecurity** – ID: 6166593137YM
  Valid: April 2025 – April 2027
- **Cisco Certified Network Associate (CCNA)** – ID: 8d7a6d2030644d09b691f268c939eb50
  Valid: Jul 2024 – Jul 2027
- **Certified in Cybersecurity (ISC2 CC)** – ID: 1766593
  Valid: Oct 2023 – Oct 2026
- **Microsoft Certified Solutions Associate (MCSA)** – Windows Server 2012
  Issued: Mar 2017

🛠️ Technical Skills

- Network Troubleshooting | Remote Support | Meraki Devices
- Windows Server | Active Directory | LAN/WAN Management
- POS & Retail Systems | Printer & Device Configuration
- Windows 10 | macOS

💼 Professional Memberships

- **Saudi Council of Engineers** – Member since Mar 2024 | ID: 1015163

🌐 Languages

- **Arabic** – Native
- **English** – Advanced (Speaking, Reading, Writing)