

## YOUSEF A. MAHDI

Riyadh, Saudi Arabia | +966575177420 | [eng.yousef90@outlook.com](mailto:eng.yousef90@outlook.com) | <https://www.linkedin.com/in/engyousefmahdi>

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### Professional Summary

Certified and results-oriented IT professional with 3+ years of dedicated experience delivering L1/L2 network and technical support within high-volume retail environments. Proven expertise in ensuring network uptime and system stability for over 300 McDonald's locations, adeptly troubleshooting diverse in-store technologies including Meraki network devices and POS systems. My background includes an additional 4+ years in international coordination and client-facing roles, developing exceptional problem-solving, communication, and adaptability skills crucial for excelling in high-pressure technical scenarios. Committed to leveraging ITIL best practices and a passion for continuous learning to drive operational excellence and contribute significantly to a forward-thinking organization.

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### Technical Skills

- **Networking:** LAN/WAN Troubleshooting (L1/L2), Meraki Dashboard Management (MX/MS Routers & Switches: Configuration, Monitoring, Firmware), TCP/IP, DNS, DHCP, VPN (Client-Side Troubleshooting, Network Monitoring, Basic understanding of OSPF/BGP).
  - **Hardware:** POS Systems (PAR, HP), In-Store Peripherals (Digital Menu Boards, Drive-Thru Timers, Kitchen Video Systems), Printers (Zebra, HP, Epson and Citizen), Desktops/Laptops (Dell, HP, Lenovo)
  - **Operating Systems:** Windows 10/11, macOS, Windows Server, User Account Management via AD, Print Server Management, File Share Permissions, Event Log Review.
  - **Software & Tools:** Ticketing Systems (ServiceNow, ManageEngine Service Desk), Remote Desktop Software (TeamViewer, AnyDesk, Windows RDP, ULTRAVNC), Microsoft 365 Suite, Active Directory, Basic use of Nmap, Wireshark for diagnostics.
  - **IT Support & Methodologies:** Incident Management & Resolution (L1/L2), Service Request Fulfilment, Escalation Procedures, Root Cause Analysis (Basic), Technical Documentation (Knowledge Base Creation), ITIL Principles (Incident, Problem, Change awareness).
  - **Cloud Technologies:** Google Cloud Platform (GCP) - Compute Engine, VPC Networks, Cloud Storage, Identity and Access Management (IAM), Cloud Monitoring, Basic understanding of Kubernetes and containerization
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### Professional Experience

#### Network Engineer – McDonald's Support Project

iSolution, Riyadh, Saudi Arabia | Jun 2023 – Present

- Deliver 24/7 remote L1/L2 technical support for 300+ McDonald's stores, ensuring operational continuity and resolving an average of 20 – 30 daily incidents related to network infrastructure and in-store systems.
- Diagnose and resolve complex issues on Meraki (MX/MS) routers and switches using the Meraki Dashboard, addressing problems such as WAN link failovers, port misconfigurations, VLAN tagging errors, DHCP/DNS anomalies, and client connectivity, achieving 95% first-call resolution rate.
- Troubleshoot and support a wide array of critical in-store technologies including PAR and HP POS systems, Digital Menu Boards, drive-thru timers, and kitchen video systems, minimizing operational disruptions.
- Managed incident lifecycle via – Previously: ManageEngine ServiceDesk and Currently: ServiceNow, consistently exceeding SLA targets for response and resolution by 20 - 40%.
- Effectively escalated unresolved or L3-requiring incidents to senior engineers or field specialists with comprehensive diagnostic reports.
- Collaborated with internal teams on many system upgrade projects, executing post-implementation verification tests and updating several technical documents and knowledge base articles, improving team efficiency.

## Technical Support Specialist

Alsafer Worldwide for Travel & Tourism, Aden, Yemen | Jan 2020 – Dec 2020

- Provided comprehensive IT support for the office staff, resolving hardware, software, and network connectivity issues, maintaining an average system uptime of 95%
- Installed, configured, and meticulously maintained operating systems (Windows, macOS), printers, and various networked office devices, ensuring optimal performance.
- Successfully resolved common network problems including local connectivity faults, internet access disruptions, and printer network configuration errors.

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## Other Experience

### Visa Coordinator

Alsafer Worldwide for Travel & Tourism, Djibouti | Jan 2021 – Dec 2022

- Expertly managed end-to-end visa processing workflows for 50-70 clients per month, liaising with multiple embassies and meticulously overseeing all documentation, appointments, and submissions.
- Served as the primary company liaison to embassy staff, ensuring seamless coordination and timely approvals, significantly enhancing client satisfaction rates by 99%.

### Healthcare Facilitator

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

- Coordinated comprehensive support for over 400 international patients, managing complex logistics including travel, accommodations, medical interpretation, and patient-doctor communications.
- Ensured strict compliance with hospital policies and data privacy regulations while managing sensitive health information and demanding schedules, demonstrating exceptional organizational skills and attention to detail.

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## Education

### Bachelor of Science in Information Technology

Lebanese International University, Aden, Yemen | GPA: 3.81 / 4.00 Graduated with Honors – Feb 2016

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## Certifications

- McKinsey.org Forward Program – Completed: Jul 2025
  - Skills: Problem-solving, Communication, Leadership, Digital Toolkit Development
- Google Cloud Certified Associate Cloud Engineer - Valid: June 2025 - June 2028
- Cisco Certified Network Associate (CCNA) – Valid: Jul 2024 – Jul 2027
- Fortinet Certified Associate – Cybersecurity (FCA) – Valid: Apr 2025 – Apr 2027
- Fortinet Certified Fundamentals – Cybersecurity (FCF) – Valid: Apr 2025 – Apr 2027
- (ISC)<sup>2</sup> Certified in Cybersecurity (CC) – Valid: Oct 2023 – Oct 2026
- Microsoft Certified Solutions Associate (MCSA) – Windows Server 2012 – Issued: Mar 2017

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## Professional Memberships

- Saudi Council of Engineers (SCE) – Member Since: Mar 2024 | ID: 1015163

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## Languages

- Arabic: Native
- English: Advanced (Speaking, Reading, Writing)