GORGIS YOUSIF

IT Team Leader, Data Protection, and Cybersecurity Consultant

Baghdad, Dora, Abu Tayara St. | +964770-567-9054 | gorgis.yousif@outlook.com | Born in 1991| Married

Languages:

- English: Very Good

- Arabic: Native

- Assyrian: Native

Portfolio: https://gorgis-khoshaba.netlify.app/
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PROFESSIONAL SUMMARY

I am a professional with over 10 years of experience in the technology field, skilled in leading teams, managing complex projects, and delivering results efficiently, on time, and within budget. I specialize in cloud computing, cybersecurity, hosting, networking, data analysis, as well as data protection and archiving.

EXPERIENCE

IT Team Leader & Data Protection | Al-Hayat Scientific Office
Baghdad | 2020 – Present

- Managed the Microsoft 365 environment, including user licenses, security policies, and compliance settings.

- Implemented Azure Active Directory (Entra ID) for identity and access management, ensuring secure single sign-on (SSO) across branches.

- Deployed Microsoft Intune for endpoint management, enforcing device compliance and conditional access policies.

- Configured Microsoft Defender for Office 365 to protect against phishing, malware, and advanced threats.

- Utilized Microsoft Purview for data governance, classification, and compliance with regulatory standards.

- Supervised data protection and archiving, ensuring compliance with best practices in security and privacy.

- Managed ERP system connectivity between branches via Intranet and VPN using FortiGate firewalls.

- Responsible for managing the M2M service project for secure access from sales representatives' devices to the ERP system, ensuring service availability and performance, in accordance with the Business Continuity Plan (BCP) to ensure operational continuity in case of emergencies or internet outages.

- Supervised telecommunications, internet, and technology supplier contracts.

- Developed IT SOPs, enhanced cybersecurity awareness for the IT team and employees, and ensured data integrity, including training and supervision of teams to ensure the application of best security and technology practices.

- Led data recovery solutions, business continuity, and remote access (VPN, Veeam Data Backup & Replication).

Branch Manager | Noontech Co.

Baghdad | 2014 – 2020

Operational Management:

- Infrastructure Monitoring: Supervised the maintenance of networks (such as fiber optics, towers, servers) and ensured service stability.

- Fault Management: Coordinated with technical support teams to resolve service outages or slowdowns quickly.

- Geographical Expansion: Supervised the installation of new infrastructure (such as extending cables) to increase coverage.

Customer Service:

- Complaint Resolution: Addressed customer complaints regarding speed, billing, or service outages.

- Improving Experience: Analyzed customer feedback to improve services (such as enhancing customer support or updating packages).

- Contract Management: Reviewed new or renewed customer contracts in accordance with company policies.

Team Management:

- Employee Training: Developed the skills of technical, marketing, and administrative teams.

- Task Distribution: Assigned tasks to technical support, sales, and marketing employees according to priorities.

- Performance Evaluation: Monitored Key Performance Indicators (KPIs) such as complaint response time or task completion rates.

Sales and Marketing:

- Achieving Financial Goals: Increased subscriber numbers and sold premium packages (such as fiber-optic packages).

- Awareness Campaigns: Organized events or advertising campaigns to attract new customers in the region.

- Local Partnerships: Collaborated with local companies or organizations to offer customized deals.

- Legal and Regulatory Compliance:

- Regulation Implementation: Ensured compliance with local telecommunications laws (such as infrastructure licenses or data protection).

- Coordination with Regulatory Authorities: Coordinated with telecommunications authorities or municipalities to obtain the necessary approvals for projects.

Budget Management:

- Expense Monitoring: Controlled maintenance costs, salaries, and new projects.

- Financial Reporting: Prepared periodic reports on revenues and expenditures for senior management.

- Crisis Management:

- Rapid Response: Led teams during crises (such as large-scale outages) to restore service.

Community Relations:

- Enhancing Public Image: Represented the company in local events and built relationships with officials and the community.

- Free Internet for Promotion and Trust Building: Provided free internet to promote services and enhance user experience.

- Development and Innovation:

- Process Improvement: Proposed solutions to increase efficiency (such as automating customer service).

- Transition from Wireless to Fiber Optic: Transitioned to fiber-optic as the primary solution, while developing point-to-point wireless broadcasting for businesses and high capacities.

Reporting and Communication with Senior Management:

- Periodic Reporting: Provided reports on branch performance (such as new customer numbers, satisfaction rates, operational challenges).

- Strategy Implementation: Applied strategies set by the central management of the company.

Potential Challenges:

- Balancing customer expectations with service costs.

- Dealing with competition from other internet service providers.

Education
Bachelor's in Business Administration
Esraa University College | 2017 – 2021

PROJECTS:

AstraZeneca IT Project - Qure.ai Application Project in Iraqi Hospitals
2023

the **Qure.ai** tool in hospitals across Iraq to enhance lung disease diagnosis, including early lung cancer detection, by using deep learning algorithms to analyze chest X-ray images.

My role in the project included:

- **Application Management**: Integrating the local server with the hospital infrastructure in Baghdad and central and southern regions, ensuring secure connections to cloud-based AI servers.

- **IT Team Training**: Training the team responsible for the application in Kurdistan, Iraq on installing and configuring the network according to optimal operational requirements.

- **Maintenance and Support**: Providing continuous maintenance and support either on-site or remotely during service outages or system failures, ensuring minimal downtime and continuous system operation.

BAGHDAD HOTEL

2019

- Established fiber-optic infrastructure for high-speed connectivity.
- Upgraded Wi-Fi Unifi devices brand with a controller server and reorganized the data center.
- Upgraded routers and set up a VPN server to ensure business continuity remotely.
- Upgraded central and branch switches for floors and facilities to enhance performance and efficiency.
- Created a website **compliant with Booking.com booking policies** to facilitate reservations.
- Trained the IT team to ensure optimal system performance and troubleshooting.

BAIT HALAB RESTAURANTS COMPANY

2019

- My role as a consultant and implementer of ISO 9001:2015 and ISO 27001 standards.

TECHNICAL SKILLS

Networking Knowledge:

- Subnetting, DHCP, NAT, DNS, VLANs, Wi-Fi Appliances, VPN, iSCSI.

Server Skills:

- VMware ESXi, Windows Server 2012 R2 and above, Virtualization, Veeam Backup & Replication.

Telephony Skills:

- SIP Trunk, VoIP (Cisco, Grandstream), Trueconf Video Conferencing.

Switching and Routing:

- Cisco, Mikrotik, Fortigate, Huawei, Grandstream, HPE Aruba Networking.

Datastore:

- Synology NAS, Asustor NAS.

Data Backup:

- Veeam Backup & Replication, Veeam Microsoft 365 Backup (Emails & OneDrive).

Hosting:

- Hostinger, GoDaddy.

Business Email:

- Microsoft Exchange, Hostinger, cPanel, Titan (IMAP/POP3).

Platform Management:

- Azure, Miradore, Samsung Knox, and ManageEngine Zoho.

CCTV & Biometrics:

- Hikvision, Dahua, UNV, Huawei Holowits, ZKT Biometric Systems, Ingress BioTime.

Network Monitoring:

- FortiAnalyzer and PRTG.

CERTIFICATIONS

- Cisco CCNA | MK Nets, Baghdad.

- ITIL 4 Foundation | Alison (Online)

- Fortinet Network Security | Midware Data Systems, Lebanon

- Cloud Data Solutions | Olives System, Erbil

- Agile Project Management - HP LIFE, online

- Microsoft 365 Azure Administration Part NO.X19-56829 - Microsoft Partners in Iraq LLS Group, Erbil

- Sage X3 ERP - UBA | United Business Applications, Erbil

- Certified Ethical Hacker - TITANIUM Training Center, Baghdad

- Introduction to CIP program - OPSWAT Academy, online

- AstraZeneca IT Project - Qure.AI **-** Al Hayat Scientific Office, Iraq

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VOLUNTEER WORK

- **Trusted Local Guide (Level 7)** | Google Maps Community