

AHMAD SHAHAB OMARI

IT SUPPORT | CALIFORNIA STATE IT | CYBERSECURITY

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PROFESSIONAL SUMMARY

CompTIA A+, Network+, and Security+ certified IT professional with 2+ years of hands-on operations experience providing user support, managing devices and access, documenting procedures, troubleshooting incidents, and applying security-conscious practices. Prepared to tailor experience to California duty statements and public-service requirements.

STATE-ALIGNED CAPABILITIES

- | | |
|-------------------------|---|
| Client Services | Customer support, incident tracking, onboarding, training, troubleshooting, documentation |
| Systems | MDM enrollment, imaging, account provisioning, Microsoft 365, asset lifecycle support |
| Security/Network | Access control, MFA, endpoint security, TCP/IP, DNS, DHCP, VPN, data protection |

EXPERIENCE

Founder & IT Operations Lead | Walzor LLC

Nov 2024 - Present

- Operate technical systems for an ecommerce business, including Shopify, Firebase, hosting, security, automation, analytics, and vendor workflows.
- Built a Firebase-backed operations dashboard supporting authentication, inventory, orders, analytics, and documented administrative workflows.

IT Specialist Lead | Square Root Academy, Sacramento, CA

Jul 2023 - Nov 2024

- Served as primary IT contact for device imaging, MDM enrollment, onboarding, account access, lifecycle support, and user troubleshooting.
- Created repeatable onboarding and support documentation while applying endpoint access control, monitoring, and security-aware practices.
- Diagnosed hardware, software, account, network, and classroom technology issues and communicated status through resolution.

EDUCATION & CERTIFICATIONS

A.S. Cybersecurity & Information Assurance | American River College | May 2026

B.S. Cybersecurity & Information Assurance | Western Governors University | In Progress

CompTIA A+ | CompTIA Network+ | CompTIA Security+

SELECTED PROJECTS

- Resume Pro - Firebase platform with authentication, ATS analysis, application tracking, document tools, and interview preparation.
- SecurityOS - Portfolio system modeling access control, Zero Trust concepts, investigation, and digital forensics workflows.
- Walzor OS - Firebase-backed business dashboard for inventory, orders, analytics, and administrative workflows.