

AHMED H. MAHDY

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PURPOSE & PERSONAL HIGHLIGHTS

- Building a meaningful legacy in improving the lives of people with service, integrity, adaptability, and consistency.
- An active IT leader and driven professional with a decade of experience working in internships, non-profit groups, corporate insurance, retail, higher education, and clinics.
- Managing and maintaining multiple data systems including SQL Server Management Studios (SMSS), Oracle Databases, Windows Active Directory, Snipe IT, Monday.com, Entra Admin Center, Microsoft Intune, Mosyle, and knowledge of electronic health record platforms including Epic Systems and Athena Health.
- Notable background in customer service across a variety of professional stakeholders (IT, marketers, doctors, and educators), FSU staff management, IT deployments, application troubleshooting, data migration, security auditing, successfully funding a FSU project plan with approximately \$91,000.00, advocating AI as a learning tool, and presenting information as a public speaker.
- Continuing education as a graduate student at Florida State University's master's in information technology program specializing in healthcare informatics.
- Track key performance indicators to support continuous quality improvement efforts through routine performance monitoring.
- Utilizing Microsoft PowerBI to generate dashboards and data visualizations on spending and progress for ongoing projects.
- Certified in data gathering, testing methodologies, validation, cleaning, management, and HIPAA compliance while establishing data dictionaries and documentation.
- Training staff to meet project goals and provide technical assistance as needed to healthcare leaders and practice facilitators.

EDUCATION

Master of Science in Information Technology, Florida State University, Current GPA: 4.0

Expected on Dec '28

Bachelor of Science in Information Technology, Florida State University, Final GPA: 3.9

Graduated

EXPERIENCE

IT CLIENT MANAGEMENT AUDIO-VISUAL SPECIALIST Florida State University – College of Medicine

**Tallahassee, FL
Dec '24 - Present**

- Collaborate with enterprise cross-functional teams to define, prioritize, and execute projects aligned with business goals.
- Generate reports from SQL queries to scope out device compatibility with Windows 11 and new enterprise technology security policies.
- Keep vigilant and ahead of recent cybersecurity attacks and vulnerabilities found in software applications critical for productivity.
- Oversaw release process of application packages for deployment by Microsoft Configuration Endpoint Manager to patch user devices.
- Relocating departments and technology infrastructure for organizational growth to FSU Health while documenting surplus equipment.
- Update knowledge base for departmental units and notify to ensure mandates, regulations, and rules for best practice in FSU MED OIT.
- Mentoring interns for the MED OIT Client Management and Service Desk teams with hardware and software technology support shadowing.
- Researching web content management solutions, life cycle replacement device specifications to meet budgets, secure network storage solutions.
- Maintain updates, operations, and routine scans of the FSU College of Medicine's audio-visual services for all Crestron AV rooms and events.
- Assess network interference and packet delivery using Wireshark and shell commands while noting any firewalls impacting inbound traffic.
- Learn tabletop exercises and team training sessions for HIPAA certification, PCI compliance, FERPA standards, and changes to deployments.
- Manage 1800+ workstations migrating to Windows 11 then Intune through Microsoft Endpoint Configuration Manager, Active Directory, Mosyle Mobile Device Management, JAMF, Microsoft Intune, CrowdStrike, Threat Locker, and Microsoft BitLocker through vulnerability and remediation support.

IT MANAGER Florida State University – College of Motion Picture Arts

**Tallahassee, FL
Oct '22 – May '24**

- Integrate external APIs from IMDB and OMBD API to the FSU Film Hub application for dynamic features like short film movie searches, cast info, and personal recommendations based on user preferences including genres, ratings, release dates, and director information.
- Meticulous record-keeping with computer systems, servers, software versions, annual purchases, support renewals, and budgets for counts of products and services in use.
- Conducted user research to gather feedback from department units to establish technology needs and lead self-serve efforts with Monday dashboards.
- Comparing Active Directory group policies and CIS controls to ensure configuration standards, compliance, and patching align with business needs.
- Operated as the Head of IT for all websites, hardware, software, film specific equipment, inventory, network, security, printer, phone, cloud sync product, mobile device, classroom audio-visual equipment issues, and projects for the college.
- Maintained an ongoing secured on-prem server storage infrastructure as a system administrator while updating a mailing list for all subscribed alumni and prominent donors to the college using the FSU Film Hub application and lists.fsu.edu.

EXPERIENCE *Continued

IT SUPPORT SPECIALIST

Florida State University – FSU Campus Recreation

Tallahassee, FL

Sept '20 – Oct '22

- Deployed new or replacement device workstations to business areas as part of an ongoing lifecycle replacement and surplus plan.
- Supervised the departmental teams through a technology lifecycle replacement strategy noting business needs and budgets.
- Tested and deployed Amazon Ads API integration with development site campusrec.fsu.edu for customer deals on technology for fitness.
- Managed the websites, databases, workstations, servers, and security for all students, faculty, and staff while training users and customers to adapt to innovative solutions.
- Managing backend platform experience issues with integrations and database upgrades for APIs, CRM tools, and websites for the business.
- Organizing data, recreational fitness ads, and expectations on measurements for ads by standard taxonomy and frequency in engagement.
- Audit and assess an external digital signage solution to implement for the facility while providing a cost-efficient alternative to FSU ITS options.

COMPUTING SUPPORT TECHNICIAN

Florida State University – Information Technology Services – Desktop IT Support

Tallahassee, FL

Nov '18 – Sept '20

- Research and promote ITS centralized support across department areas around FSU for easier device troubleshooting and standard replacement.
- Preserved and erased user data as required by standard policies while replacing machines for faculty and staff.
- Protected user data and university data using WIM backups, USMTs, and clearing user profiles off devices before inventory surplus.

ADVERTISING CLUB MEMBER – SPORTS, FILM, & TECHNOLOGY ADS

Florida State University – American Advertising Federation – Communications Study and Agency Pipelines

Tallahassee, FL

Sept '13 – Aug '17

- Explored the communications field and significance of advertising in a professional capacity at Florida State University.
- Comfortable collaborating with technical and business teams of skilled professionals (ad designers, web developers, and marketers).
- Build a background in marketing and understanding of user perception in web design and articulating content for presence and engagement.
- Leveraged social media tools to promote the Ad club around FSU and build a network of students with ties to recruiting agencies after graduation.
- Organized a trip to New York City to see the advertising hub of Times Square and experience the distinctive styles and tech used in marketing.
- Marketing Campaigns in Ad Club and FSU Campus: “Feel. Think. Move.” “Empty space is powerful.” “Slow motion is promotion.”

CERTIFICATIONS & TRAINING

PROJECT MANAGEMENT TRAINING

Alison Training Diploma and Transcript

Online

Completed Jun '25

CORPORATE MANAGEMENT AND BUSINESS ADMINISTRATION

Alison Training Diploma and Transcript

Online

Completed Jun '25

CONFLICT COMMUNICATION SKILLS

FSU Human Resources Training and Development

Training Center

Completed Dec '25

MASTER DATA ENGINEERING CERTIFICATION

LinkedIn Learning – Learning Path

Online

Completed Sept 24

DATA VISUALIZATION WITH POWERBI & POWERBI PROJECTS

Great Learning Academy

Online

Completed Jun '24

DATA SCIENCE CERTIFICATION

eCornell Training – Cornell University

Online

Completed Apr '24

FINANCIAL MANAGEMENT CERTIFICATION

eCornell Training – Cornell University

Online

Completed May '22

CERTIFIED SCRUM MASTER (CSM) CERTIFICATION

Scrum Alliance

Online

Jan '22 – Present

PROSCI CHANGE PRACTITIONER

Prosci Change Management, Fort Collins, Colorado

Online

Jan '22 – Present

DATA, BUSINESS, & TECHNICAL SKILLS

- Research and create organizational policies/procedures for continuous adaptation to market research and business trends.
- Web development technologies, content management, and programming: HTML5, CSS, JavaScript, Angular, React, WordPress, and Drupal
- Data Analytics and Management Tools: PowerBI, Tableau, R Studio, Stata, Qualtrics, Microsoft Project

RECENT PROJECTS & TEAM ACHIEVEMENTS

- Florida State University – College of Medicine** **Tallahassee FL**
Thrasher Building Classroom Redesign Project (Rooms 1301, 1303, and 1400) **Jun '25 – Present**
- Design a fully modernized lecture capture audio-visual classroom with modern ceiling speakers, front and rear-view AI auto-tracking cameras for video conferencing, and a secondary screen for visual notes or dual display capability.
 - Researching the implementation of a digital wall to replace projector and bulbs for the Durell Peaden Auditorium.
 - Coordinating with FSU Classroom Audio-Visual Support for Crestron software programming solutions to meet business needs.
- Florida State University – College of Medicine** **Tallahassee FL**
Windows 11 Rollout with Threat Locker, CrowdStrike, & BitLocker **Jan '25 – Oct '25**
- Build a structured plan of attack to communicate, schedule, replace, and decrypt outdated devices in the environment that no longer support Windows 11 with its required software applications and protection as required by the FSU College of Medicine and Florida State University's Information Technology Services department.
 - Reimage, encrypt, secure, and deploy new devices as a part of the department's ongoing lifecycle replacement plan and rollout to Windows 11
 - Replace Apple Mac devices as needed to maintain supported operating systems for CrowdStrike and move from JAMF to Mosyle.
- Florida State University – College of Motion Picture Arts** **Tallahassee FL**
CrowdStrike Endpoint Detection and Response (EDR) Solution Rollout **Jan '24 – May '24**
- Reported and collaborated on ongoing progress in implementing FSU's new IT security EDR solution across all departmental servers, Windows PCs, Mac Workstations, and other technology appliances wherever applicable (limiting scope to network devices).
 - Minimized impact to active business operations and ongoing curriculum with appropriate coverage and solutions.
- Florida State University – College of Motion Picture Arts** **Tallahassee FL**
Windows OS Image Recovery and Film Software Lab Rollout Project **Aug '23 – Dec '23**
- Managed and maintained communications with external software vendors and internal stakeholders to redeploy Windows 10 OS to all classroom lab devices (200+ devices) with the film school's curriculum software and needs after an unplanned OS upgrade.
 - Facilitated meetings between internal stakeholders at the college, external vendors, and IT departmental units.
 - Implemented the IT disaster recovery plan during an electrical outage in the facility to bypass limited network and infrastructure resources.
- Florida State University – College of Motion Picture Arts** **Tallahassee FL**
Torchlight Studio Facility Virtual Reality & Visual Effects (VFX) Development Project **Oct '22 – May '24**
- Completed the deployment of film school devices and technology at the new visual effects and virtual reality teaching lab and building.
 - Procured additional support and equipment from different IT departments and units through partnerships and buy-in
 - Promote this change with FAQ email notices to users and social media posts on the internal application for FSU College of Motion Pictures Arts
 - Managed torchlightstudios.org site and tested APIs with various film databases including internal FSU student archives.
- Florida State University – Department of Campus Recreation** **Tallahassee FL**
Website Redesign and Test Environment Development **Nov '20 – Apr '22**
- Built out a development environment for the FSU department of Campus Recreation's website to evaluate and secure it with a newer content management system and version of PHP.
 - Modernize the site's design, color scheme, and user experience for better use on mobile and smoother video playback.
 - Gather information through interviews on user feedback, future expectations for the site, and general areas of improvement.
- Florida State University – Information Technology Services – Departmental IT Support** **Tallahassee FL**
Duo 2FA Implementation, Establishing the SAFER Unit for COVID-19 Pandemic **Mar '20 – Oct '20**
- Train users and assist in updating mobile device access to Duo multi-factor authentication for seamless user experience.
 - Image and deploy machines to assist users in critical need to assist the university with ongoing reporting for the Department of Health