Ayuub Mohamed

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Professional Summary

Aspiring IT professional with extensive technical support experience. Provided support to a dynamic range of clients, successfully resolving all issues. Used excellent customer service and technical expertise to correctly resolve issues while maintaining client satisfaction.

Education

George Mason University *Fairfax, VA*
Bachelor of Science in Information Technology January 2026 – Present
Relevant Coursework: Python Programming (OOP) (Current Junior)

Northern Virginia Community College *Annandale, VA*
Associate of Science in Information Technology August 2024 – June 2026
Relevant Coursework: SQL, Python Programming, Web Design

Certifications

CompTIA Security+ July 2026 – Present

Professional Experience

Best Buy / Geek Squad *Falls Church, VA*
Technical Support & Repair Technician June 2025 – Present
- Diagnose and resolve hardware, software, operating system, and network connectivity issues.
- Perform hardware repairs and upgrades on computers, mobile devices, and peripherals.
- Troubleshoot Windows 10/11, macOS, iOS, Android, and networking equipment.
- Identify and remove malware and other potentially unwanted software from infected systems.
- Perform software installation, device setup, data migration, and data recovery.
- Document troubleshooting steps and repairs using an internal ticketing system.

Technical Projects

Cloud Environment Development | AWS EC2, Linux
- Deployed and managed a cloud-based Linux lab environment using AWS EC2.
- Configured instances, networking, security groups, and remote administrative access.

Red Team Security Lab | Kali Linux, Metasploit, Metasploitable
- Built an isolated lab to practice reconnaissance, vulnerability testing, exploitation, and post-exploitation.
- Simulated adversarial activity against intentionally vulnerable systems.

Network Attached Storage Lab | TrueNAS
- Configured storage pools, datasets, users, permissions, and network shares.

Domain and Email Infrastructure | DNS, VPS, Zoho Mail
- Configured and managed ayuub.net DNS infrastructure and custom-domain email services.
- Troubleshot domain resolution, DNS records, and email delivery configuration.

SKILLS & INTERESTS

Skills: Windows, macOS, Linux, AWS EC2, DNS, TCP/IP, TrueNAS, Kali Linux, Metasploit, hardware repair, troubleshooting