



CONTACT

+39 320 441 9533

abdellahbayar02@gmail.com

abdellahbayar.com

abdellah-bayar

TECHNICAL SKILLS

Microsoft environments

Windows 10/11, Microsoft 365, Outlook, Exchange Online, Active Directory, Entra ID.

IT operations

Troubleshooting, remote assistance, ticket and incident management, VPNs.

Systems & networking

Linux/Ubuntu, TCP/IP and networking fundamentals, Hyper-V, Cisco Packet Tracer.

Security labs

Windows log analysis, phishing, VirusTotal, Postfix/SMTP, Python fundamentals.

CERTIFICATIONS

Networking Basics

Cisco | September 2026

Introduction to Cybersecurity

Cisco Networking Academy | June 2024

Certified Network Security Practitioner (CNSP)

The SecOps Group | June 2024

LANGUAGES

Italian - Native

English - Fluent

Arabic - Fluent (spoken)

Spanish - Basic

Abdellah Bayar

IT Technician | Systems & Cybersecurity

PROFILE

IT Technician experienced in enterprise Microsoft environments and user assistance in Italian and English. I work with Windows, Microsoft 365 and account access issues. I develop systems and cybersecurity skills through documented labs covering phishing analysis, Windows logs and email delivery.

PROFESSIONAL EXPERIENCE

IT Technician

OTS S.p.A. | Milan

September 2024 - present

- Provide remote assistance to users in international environments, using English daily.
- Diagnose and resolve hardware and software issues affecting Windows 10/11, corporate devices, VPNs and connectivity.
- Handle technical requests involving Microsoft 365, Outlook and Exchange Online.
- Investigate account access and configuration issues in Active Directory and Microsoft Entra ID.
- Manage tickets, incidents and technical requests, analysing the information needed to resolve issues.

PERSONAL PROJECTS

Phishing Email Investigation

Investigated a Microsoft impersonation email: headers, authentication results, links and domain reputation with VirusTotal. Produced a report and reproduction guide.

Windows Authentication Lab

Built a Windows 11 lab in Hyper-V and compared events 4624/4625 to distinguish successful logons, incorrect passwords and unknown users.

Postfix Recipient Tracing

Configured Ubuntu/Postfix and correlated Message-ID, queue ID and SMTP logs to verify local delivery to five mailboxes, including recipients absent from To/Cc.

Further systems and cybersecurity labs in development. Reports, screenshots and reproduction guides are available in my portfolio and on GitHub.

EDUCATION & TRAINING

Junior System and Cybersecurity Analyst

Generation Italy / Accademia del Levante | 2024

360-hour programme covering Linux and Python fundamentals, CCNA 1-3 topics and Cisco CyberOps Associate basics. Completion certificate: June 2024.

Technical High School Diploma in IT

IIS Caramuel Roncalli, Vigevano | 2016 - 2021