

MAHMOUD SHARDEY

IT Support & Cloud Security Professional

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Portfolio: <https://mshardey.com/projects>

Professional Profile

IT support professional with a cloud security foundation and 12 months performing cloud security engineer duties at a UK-registered consultancy. First-line troubleshooting, incident recording, access and connectivity issues, documentation and multi-project coordination. CompTIA Security+, Google Cybersecurity and Google IT Automation with Python. Practical Azure, Entra ID and Linux lab work. Seeking IT Support, Service Desk, Infrastructure Support or Cloud Support roles in the UK, with a path into junior cloud security.

Core Skills

First-line and second-line technical support · Hardware, software and connectivity troubleshooting · Incident recording, prioritisation and escalation · Account and access management · Windows, Linux and networking · Microsoft 365 and Azure fundamentals · Azure security awareness · Entra ID / IAM fundamentals · Python automation · Technical documentation · Multi-project coordination

Certifications

CompTIA Security+ ce (Feb 2024–2027) · Google Cybersecurity Professional Certificate (Feb 2024) · Google IT Automation with Python (Jun 2024) · Azure VM & Web Server (Coursera, Jul 2024) · Cybersecurity Bootcamp (CyberTalents, Apr 2024) · Commonwealth Bank Cybersecurity Job Simulation (Forage, Mar 2024)

Technical Projects

IT Support & Troubleshooting Practice (Home Lab) | Personal Project | 2024 – Present

- Built home-lab environment to practise system configuration, access control, and troubleshooting.
- Investigated user, connectivity, software and performance issues; recorded symptoms, causes, resolution and lessons learned.
- Created simple support documentation and repeatable procedures.

Secure Nextcloud Deployment on Azure | Personal Project | 2024 – Present

- Deployed secure Nextcloud on Azure VMs with Network Security Groups and Azure Bastion.
- Applied least-privilege networking and secure authentication; fully documented deployment.

Linux Least-Privilege & Vulnerability Assessment | Personal Project | 2024 – Present

- Configured Linux file permissions for least-privilege; performed structured vulnerability assessment on simulated e-commerce system.
- Documented risks and remediation recommendations applying Security+ principles

Professional Experience

IT Support, Projects Administrator & Quality Control Assistant

Oasis Project Services Limited, Tema, Ghana | Jun 2021–Present

- Deliver first-line IT support for hardware, software, access, connectivity and user issues; record and escalate incidents according to procedures.
- Manage and coordinate more than five concurrent projects, tracking deadlines, tasks, stakeholder updates and documentation.
- Conduct quality inspections, identify defects and support corrective actions; maintain clear, organised records.
- Communicate clearly with technical and non-technical stakeholders to diagnose issues, verify resolutions and improve processes.
- Act as first point of contact for the SCADA system on Oasis's 6.5MW steam turbine generator project at Tema Oil Refinery, after training by the specialist vendor that installed the subcontracted system.
- Support the vendor during on-site issues and resolve network connectivity problems affecting access to the system.

Cloud Security Engineer

Cybarik Limited (UK-registered), Remote | Jul 2024–Jul 2025

- Performed cloud security engineer duties on live client work: Azure security controls, access management and documentation.
- Recorded access and control changes in a form that can be reviewed and reused on later tickets.
- Supported monitoring and incident-response tasks on client environments, alongside first-line investigation notes
- Applied the same approach in personal labs used for support and junior cloud practice.

WordPress Website Developer / Administrator

Freelance / Personal Projects | Remote / Ghana | 2020 – Present

- Developed and administered WordPress sites; used HTML, CSS, and JavaScript to customise sites and resolve presentation issues.
- Managed plugins, themes, updates, content and backups; communicated solutions to non-technical users.

Education

Foundation of Software Development (FSD)

Ghana-India Kofi Annan Centre of Excellence in ICT (GI-KACE), Accra | Jul–Oct 2011

Cisco Networking Academy – CCNA Discovery

GI-KACE, Accra

- Networking for Home and Small Business: Jan–15 Mar 2012
- Working at a Small-to-Medium Business or ISP: Apr–26 Jun 2012
(Completed coursework and labs; external Cisco exams not taken)

West African Senior School Certificate Examination (WASSCE)

Tema Methodist Day Senior High School, Tema | Sep 2006–May 2009

Additional Information

Languages: English (full professional), Ga, Fante, Twi

Driving licence: Full Ghana licence (valid to 20 Oct 2026)

References: Available on request