Zhilya Salam Mohammed

IT SYSTEMS & SECURITY

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4+	~400	4	8
YEARS OF EXPERIENCE	USERS SUPPORTED	BRANCHES	CERTIFICATIONS

Profile

IT systems and security professional with 4+ years of experience building, integrating and securing enterprise systems for a multi-company group of around 400 staff. Leads internal IT support, owns DocuWare and Microsoft 365, and is first responder for security incidents. Skilled in workflow automation, Defender and Entra ID security, IT policy and .NET integrations.

Experience

Solutions Consultant — Internal IT Systems & Security

DEC 2023 – PRESENT

Uruk Engineering Services Co. (SAPCO Group), Erbil

LEADERSHIP
- Lead IT support: direct the Help Desk Engineer, set standards, final escalation for around 400 users in 4 branches.
- Created the organization-wide IT and security policies, and set the standards for the IT help desk and operations.
- Simplified onboarding and offboarding for senior management, so a leaver's tasks are handed over easily.

SECURITY & CLOUD
- First responder for security incidents; investigate Defender alerts with the external SOC provider.
- Manage Microsoft 365, Azure, Intune and Entra ID: Conditional Access, device compliance, licences, server health.

SYSTEMS
- Synced Microsoft 365 with DocuWare, HR's source of truth, so leavers' accounts are blocked automatically.
- Created the attendance management system, and a proper HR structure in DocuWare to handle HR processes.
- Created new recruitment processes that simplify recruitment requests, interviews and approvals.
- Own DocuWare group-wide; built the employee benefits request in DocuWare; create new, simple processes.

WEBSITES
- Build and maintain company websites in Odoo with custom code; manage Google Search Console.
- Drafted a 12-month website maintenance contract, with service levels, covering 9 sister-company websites.

Full-Stack Developer & UI/UX Designer

AUG 2022 – NOV 2023

Swift Tech Company, Erbil

- Worked on the design and development of a Laravel web application.
- Created Laravel landing pages for clients.
- Trained in Flutter mobile app development.

Freelance Developer & Designer

2019 – PRESENT

Self-Employed, Erbil

- Front-end development (React, HTML/CSS, JavaScript) and UI/UX design for local businesses.

Skills

Systems & Platforms	DocuWare (Certified), Odoo 17 (Certified), Microsoft Entra ID, Intune, Exchange Online
Cloud & Security	Azure, Defender XDR, Purview, Conditional Access, Intune, incident response, SOC, server health
Development	C#, .NET, REST APIs, PHP/Laravel, JavaScript, React, Node.js, HTML/CSS, Flutter (basic)
IT Operations	MySQL, data migration, access management, onboarding/offboarding, helpdesk leadership
Design & Docs	Adobe Illustrator, Photoshop, UI/UX design, technical writing & training materials
Languages	Kurdish (Native) • English (Fluent) • Arabic (In Progress)

Education & certifications

BSc Computer Science, University of Kurdistan Hewlêr, Erbil	2019 – 2023
Leadership & Management, PEEC, University of Kurdistan Hewlêr	2026
Microsoft Applied Skills credential: Defend Against Cyberthreats with Microsoft Defender XDR	Oct 2026
Microsoft Applied Skills credential: Information Protection and Data Loss Prevention with Microsoft Purview	Oct 2026
Microsoft Cyber Genius 1.0 badge: awarded for earning both credentials	Oct 2026
DocuWare, 5 certifications: Technical Expert, System Administrator, Cloud, Sales Expert, Sales Professional	2023 – 2025
Odoo 17 Certified	2024