UWAIS WATKINS

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PROFESSIONAL SUMMARY

IT professional with a B.S. in Information Technology, 9 industry certifications, and hands-on experience supporting POS, payment, networking, and cloud-connected systems. Built enterprise labs across Azure security operations, Microsoft 365 identity automation, Kubernetes GitOps, and AWS serverless infrastructure. Skilled in Windows, Linux, Active Directory, networking, Python, cloud platforms, and Tier 1/Tier 2 troubleshooting.

CORE COMPETENCIES & TECHNICAL SKILLS

IT Support: Tier 1/Tier 2 Support, Desktop Support, Incident Management, POS Systems, Payment Gateways, Hardware/Software Troubleshooting
Systems: Windows, Windows Server, Linux, Active Directory, Microsoft 365, Microsoft Entra ID, User Provisioning, Access Control
Networking & Security: TCP/IP, DNS, DHCP, VLANs, VPNs, WLAN, IAM, Endpoint Security, Wazuh SIEM, Trivy
Cloud & Automation: Azure, AWS, Python, Microsoft Graph API, Terraform, Docker, Kubernetes, Helm, Argo CD, GitHub Actions, REST APIs, CI/CD

PROFESSIONAL EXPERIENCE

IT Support & Systems Specialist — *2025 - 2026*

Pizza Sabbioni - Dubai, UAE

- Delivered daily Tier 1/Tier 2 technical support across 4 POS terminals, 3 Windows workstations, and 3 printers/peripherals, supporting operations serving 30+ customers daily while resolving hardware, software, connectivity, payment, and account issues.
- Resolved approximately 180 support issues per week in a time-sensitive restaurant environment, prioritizing service restoration and escalating complex issues to third-party vendors when required.
- Supported 5 payment platforms and a self-service ordering kiosk, troubleshooting transaction failures, device connectivity, peripheral hardware, and payment functionality.
- Configured and maintained a digital menu containing 200+ items and 500+ ingredient mappings, managing pricing, modifiers, customization options, and 10– 15 monthly item or availability updates across POS and online ordering systems.
- Implemented inventory and food-waste tracking for 100+ ingredients, monitoring stock levels, consumption, and waste to improve inventory accuracy and support weekly replenishment planning.

TECHNICAL PROJECTS

Enterprise Azure SIEM/SOAR Security Operations Lab — *Azure | Wazuh | Active Directory | SOAR*

github.com/waisyrr/Enterprise-Azure-Wazuh-SIEM-SOAR-Security-Operations-Lab

- Built a 3-system Azure SOC environment integrating Windows Server 2025, Windows 11, Ubuntu, Active Directory, Wazuh SIEM, Sysmon, and endpoint telemetry.
- Developed 11 Python SOC automation and reporting utilities, including a pipeline that processed 482 alerts (23 High, 260 Medium, 199 Low) and exported TXT, JSON, and CSV reports.
- Implemented an 8-stage Shuffle SOAR workflow with VirusTotal, AbuseIPDB, Slack and email notifications, human approval, and response validation.
- Executed 17 documented validation scenarios across 8 monitoring categories, including authentication, Sysmon, FIM, CIS assessment, vulnerabilities, SOAR enrichment, and endpoint response.

Microsoft 365 / Entra ID Python Automation Lab — *Python | Microsoft Graph API | Entra ID*

github.com/waisyrr/m365-entra-python-automation-lab

- Developed 13 Python scripts using Microsoft Graph API and OAuth 2.0 for Entra ID user lifecycle, access, reporting, and logging automation.
- Automated CSV onboarding and offboarding for 5 users across 5 departments, replacing repetitive individual account operations.
- Generated 3 audit-ready administrative reports plus directory inventory exports covering departments, groups, users, and Microsoft 365 licenses.

Kubernetes GitOps Infrastructure Lab — *Kubernetes | Helm | Argo CD | Prometheus*

github.com/waisyrr/kubernetes-gitops-infrastructure-lab

- Completed a 14-stage Kubernetes platform workflow using KIND, Terraform, Helm, Argo CD, Prometheus, and Grafana.
- Validated Argo CD auto-sync and self-healing by restoring a manually reduced deployment from 1 replica to the Git-defined state of 4.
- Configured 4 Kubernetes security resources and integrated 2 observability platforms, Prometheus and Grafana, for live cluster monitoring.

AWS Serverless Infrastructure Deployment — *AWS | Terraform | GitHub Actions | Python*

github.com/waisyrr/AWS-Serverless-Infrastructure-Deployment

- Built a serverless application integrating 6 AWS services: S3, CloudFront, Lambda, API Gateway, DynamoDB, and IAM.
- Defined 11 Terraform resource blocks for S3, Lambda, API Gateway, DynamoDB, IAM, and supporting permissions.
- Automated all main-branch deployment through a 4-step GitHub Actions workflow with S3 sync and CloudFront cache invalidation.

CERTIFICATIONS

CompTIA: Security+ | Network+ | A+ | Project+ | Secure Infrastructure Specialist (CSIS) | IT Operations Specialist (CIOS)
AWS: Certified Cloud Practitioner
IT Service & Linux: ITIL 4 Foundation | LPI Linux Essentials

EDUCATION

Bachelor of Science in Information Technology — *2026*

Western Governors University (WGU)