

Joanne El Hayek

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Career Objective

To obtain a position in Ethan Group where my professional skills, experience and knowledge of cloud computing can be used in the best possible way for achieving the company's goals. This opportunity allows me to work in a flexible and inspiring environment and helps enhance and develop my existing knowledge which can be drawn upon for mutual benefits.

Core Qualifications

Computer Skills:

- **Programming Languages:** C/C++, MATLAB, Powershell
- **Web programming:** HTML
- **Type Setting:** Microsoft Office, Open Office

Soft Skills: Public Speaking/Presentation, Innovation, Leadership, Communication, Team-Building and Management

Research Skills: FYP, Internships and Job at Cirrus researches

Technical Skills:

- **Microsoft Cloud:** System Center 2012 R2 and 2016, Hyper-V, Exchange 2010, 2013 and 2016, Server Infrastructure (Active Directory, DNS, DHCP, CA, File Server DFSR, Failover clustering, SQL 2016), Azure, Office 365, Windows PowerShell and Microsoft Private Cloud.
- **Citrix VDI:** XenDesktop, XenMobile and Netscaler.
- **VMware:** ESXi, vSphere and vCenter
- **Operating System:** Windows Server 2012 R2 and 2016, Ubuntu.

Languages: Fluent in English, Arabic and French (writing, reading and speaking)
Completed 2 basic levels in Spanish

Professional Experience

From 10/16 to Present

Cirrus, an ITG company

Beirut, Lebanon

Position Held: Cloud Administrator

- Meet with clients, present the company's portfolio and discuss their current infrastructure, pain points and future needs in a private/public/hybrid cloud
- Present "Cloud Computing" for University students (LU, NDU, LAU and AU)
- Sell IaaS, PaaS and SaaS technologies in hybrid, private and public clouds
- Customer implementation, configuration, troubleshooting, upgrading and support (including support after working hours)
- Design and Deploy complex systems, virtualization and cloud solutions
- Manage and support systems in a private/ public/ hybrid cloud environment
- Implemented Disaster Recovery techniques and infrastructure
- Prepare technical project plans and follow up with each responsible entity within the required time frame and prepare RFPs and TCOs.
- Research current ITIL standards and architecture integration processes.
- Apply IT Service Management (ITSM) based on ITIL best practices.
- Create Project Management templates in ITSM Platform
- Create, Produce activities and workflow documentation for Change, Incident, and Project Management
- Create technical documentations and handover
- Meet with vendors for collaboration and competency
- Prepare articles to be published on ITG's social media platforms
- Bundle services and come up with new packages/products
- Working on Digital transformation project: provide platform and packages for the insurance sector (telematics for motor insurance at first, then digital transformation for home and health insurance)
- **Projects:**
 - **Saradar Bank** Core services implementation – Core banking, Internet Banking and infrastructure

- **Libano Suisse Insurance** infrastructure implementation and full migration
- **Commercial Insurance** infrastructure implementation and full migration
- **GlobeCast** infrastructure implementation and full migration
- **VDI** implementation for the different clients
- **Certifications:**
 - VMware Sales Professional (VSP)
 - VMware Technical Sales Professional (VTSP)
 - Citrix Certified Sales Professional (CCSP)
- **Trainings:**
 - Implementing Microsoft Azure Infrastructure Solutions
 - Digital Marketing by Demand Metric University
 - Presentation Advantage Workshop by Starmanship and Associates
- **Won the “Nutanix Cloud Builders Challenge”** in cooperation with a colleague
<https://www.youtube.com/watch?v=HqdgTcd-bvU>

From 02/16 to 04/16	Ericsson University Wireless Course and Workshop: Wireless network operations <ul style="list-style-type: none"> • Deep learning of 2G, 3G and 4G networks • Participated in live network configurations 	Beirut, Lebanon
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From 07/15 to 09/15	Bank AUDI, SAL Position Held: Trainee <ul style="list-style-type: none"> • Learned and studied the ITIL processes • Assisted in the analysis of change management • Familiarized with the monitoring system and related tools • Assisted in conferences, tutorials and labs related to ethical hacking • Participated in the implementation and configuration of servers and fiber optics • Resolved hardware and software issues in cooperation with staff, across units • Planned several network infrastructures and tested their functionality using Cisco devices • Planned and created a topology of the IT department using Windows Server 2012 R2 and Windows 7 	Beirut, Lebanon
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I was rewarded “**potential employee**” at the end of my internship.

From 07/14 to 09/14	Mobile Telecommunications Company “MTC”, now known as “touch” Position held: Trainee <ul style="list-style-type: none"> • Participated in drive tests for log files analysis • Assisted in sessions related to the main technical KPIs • Learned, researched and documented 2G-3G-4G radio interfaces • Took part in investigating the KPIs needed for the 4G implementation 	Beirut, Lebanon
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Educational Summary

From 09/11 to 06/16	Saint Joseph University (USJ) Master’s Degree in Telecommunications and Networks Engineering Saint Louis University, St. Louis, Missouri, USA English Proficiency Assessment – Advanced level	Beirut, Lebanon
From 09/96 to 06/11	College des Sœurs des Saints Cœurs Ain Najm Lebanese Baccalaureate: General Sciences	Beirut, Lebanon

References

Available upon request