Adonis Imad Darwish

Chief Information Officer
Systems Engineer
Web App Developer

Contact

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Languages

Arabic

English

French

Skills

Skill	Rating
Linux	★★★★★★★★☆☆
Windows	★★★★★★★★☆☆
VMware VSphere	★★★★★★★☆☆☆
SCCM	★★★★★★★★☆☆
WSUS	★★★★★★★★★☆
Microsoft Azure	★★★★★★★★★★
Amazom AWS	★★★★★★☆☆☆☆
Office365	★★★★★★★★★☆
PHP	★★★★★★★★☆☆
Javascript ES6	★★★★★★★☆☆☆
Vue Framework	★★★★★★★★★☆
PowerBI	★★★★★★★★★☆
MSSQL	★★★★★★★★☆☆
MySQL	★★★★★★★★★☆
MongoDB	★★★★★★☆☆☆☆
APIs	★★★★★★★★★☆
Node/Node-Red	★★★★★★★★★★
Joomla	★★★★★★★★★★

Key Points

• Like to keep updated with what's happening in the IT world
• Takes initiative and willing to learn new skills
• Excellent Experience in bash/batch/powershell scripting
• Experience with implementing/configuring hybrid cloud configuration for Active Directory/Office 365
• Great all around experience with Microsoft Azure/Google Cloud/Amazon AWS
• Experience with VMware ESX, VCenter, ESX Clustering
• Experience with Hyper-V Clustering
• Experience with Asterisk AGI, AMI and writing custom modules for Asterisk
• Experience with Fortinet/Sonicwall/Cisco Miraki,PFSense Firewalls
• Experience with Microsoft SCCM and WSUS
• Wrote several integrations for apps by building a CRUD and writing integration modules

Chief Information Officer

Jannah Hotels Management - UAE
From 2015 till July 2018

• Provide technological guidance within an organization
• Supervise information system and communications network
• Develop and implement a customer service platform to serve the organization in every aspect
• Design, establish, and maintain a network infrastructure for local and wide area connectivity and remote access
• Consult with administration, department managers, and manufacturing representatives to exchange information, present new approaches, and to discuss equipment/system changes
• Participate in vendor contract negotiations for all new computer equipment and software purchased for the corporation
• Create a cost-benefit analysis as well as supporting a detailed definition of data requirements and departmental workflows
• Oversee all IT related day to day operations
• Assess and anticipate technology projects and recommend appropriate action and resources
• Propose hardware/software solutions to accomplish the company's business objectives
• Ensure that the company's IT operations adhere to local laws
• Ensure the security of the business' IT assets

Systems Integrator, Technical Support and Deployment Supervisor

Knowledge View
Januray 2015 -> June 2015

• Gather and analyze data to establish system requirements
• Develop work plans and estimates as they relate to systems integration work tasks and team members
• Research, evaluate, and recommend systems/equipment/technologies based upon client needs
• Draft technical instructions, engineering plans, technical designs, and other systems integration related documents
• Implement said plans and write custom scripts to establish successful integration
• Develop strategies to ameliorate deployment procedures
• Provide and maintain knowledge documents and trainings needed
• Communicate instruction to team members
• Manage the flow of day to day operations
• Create and Distribute reports pertaining to the tasks at hand
• Aid & help deployment engineers in resolving complex issues while on-site

WordPress ★★★★★★★★★★☆

Education and Certifications

- BE in Computer and Communcation Engineering at AUL
- Baccalaureate in General Sciences
- Microsoft Certified Technology Specialist (E061-5980)
- Symantec Technical Specialist - Data Loss Prevention 11.5
- Symantec Technical Specialist - PGP Universal Server 3.2
- Symantec Technical Specialist - Endpoint Protection 12.1
- Toshiba Certified Technical Engineer - Toshiba MENA
- Toshiba Certified Helpdesk Engineer - Toshiba MENA

Hobbies

- Travelling
- Video Games
- Reading
- DIY tinkering

Systems Administrator, Technical Support Specialist, Symantec Pre-Sales

Telesupport International
From 2011 -> 2014

- Analyzing system logs and identifying potential issues with computer systems.
- Introducing and integrating new technologies into our existing data center environment.
- Performing routine audits of systems and software.
- Applying operating system updates, patches, and configuration changes.
- Installing and configuring new hardware and software.
- Answering technical queries
- Responsibility for security
- Documentation of system based configurations
- Ensuring that the network infrastructure is up and running.
- Technical support and advisory for any CA related product for the Middle East and North Africa region.
- Taking ownership of technical issues, and working with our Development group to resolve more advanced issues when necessary
- Resolving escalated customer complaints without the need for team lead intervention
- Documenting troubleshooting and problem resolution steps
- Systems based support/implementation/configuration and troubleshooting for remote sites and customers through various remote tools or through physical intervention.
- Solution Preparation/Proposal based on Customers' Requirements.
- Product demonstrations - POCs
- Configure, install/compile, and deploy anything Symantec Security related (PGP/DLP/SEP/MSG/SWG etc.) in a development or production environment.

Corporate Support Engineer, NOC Voice

P-Group S.A.L Offshore
2009 -> 2011

- Monitoring all aspects of P-Group's network (systems, network, etc…) & escalate if needed.
- Monitoring customer's links & escalate if needed.
- Adding and Maintaining customers' links on the monitoring system.
- Insure deliverables as per department deliverables responsibility (Currently DSL Accounts Creation/Alteration/Termination.)
- Email & Phone support for corporate customers
- Basic troubleshooting of customers' problems (emails, link disconnection, link slowness, etc…)
- Acting as a proxy between customer & all technical departments.
- Monitoring and investigating voice routes
- Remote configuration of SIM Servers
- Routing implementation

Senior technical support representative

Telesupport international
2008 -> 2009

- Supervising the agents on duty
- Call Flow control
- Aiding customers over the phone in various technical tasks
- Performing quality control checks
- Email & Phone support for corporate customers