

Hassan Ziad Hassan

Personal Data

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Profile Summary

As an Information Technology Engineer, I provide IT services and support to clients across various sectors, such as healthcare, retail, and education. I work with a team of professionals to deliver high-quality solutions that meet the clients' needs and expectations.

Education

Year: From 2014 to 2017.

University: Lebanese International University (LIU).

Major: Bachelor of Science in Information Technology.

Experience

November 2021 – Present

IT Flakes

Abu Dhabi, UAE

IT Engineer – Healthcare services:

- **ADHICS Services:**

- Asset Management – policies regarding classification, labeling, handling, and disposal of assets.
- Access Control – policies regarding user access, network access, devices and equipment, OS access, app, EMR, and information access controls.
- HR Security – policies regarding recruitment, employment, and termination.
- Operations Management – policies regarding operational procedures, malware protection, planning and acceptance, backup and archiving, monitoring, and logging, and assessing security and managing vulnerability.
- Information Security Incident Management – policies to improve and manage incidents, and report on weaknesses and events.
- Conducting awareness training programs for clients on cyber security.

- **IT Services:**
 - Managed and monitored a network of 100+ endpoints using NinjaRMM, ensuring optimal performance and security.
 - Implemented automated patch management strategies through NinjaRMM to streamline software updates and maintain system integrity.
 - Utilized NinjaRMM's remote access capabilities to provide efficient technical support and troubleshooting for end-users.
 - Collaborated with cross-functional teams to integrate NinjaRMM with existing IT systems, enabling seamless data exchange and improved workflow efficiency.
 - Generated comprehensive reports using NinjaRMM to track system performance, security vulnerabilities, and compliance metrics.
 - Managed and maintained the company's network infrastructure, including routers, switches, and firewalls.
 - Implemented procedures for architecture, designing, support, and maintenance of AD products and IT infrastructure projects.
 - Configured High Availability (HA) on the cluster which protects against host failures.
 - Migrate and manage virtual machines and ensure high availability of applications.
 - Diagnosis of VMware performance and perform VMware performance tuning.
 - M365 Creation, deletion, and management of accounts.
 - Installed, configured, and maintained server systems, such as Windows Server or Linux distributions.
 - Implemented and managed backup and disaster recovery solutions to safeguard critical data.
 - Provided technical support and troubleshooting for hardware, software, and network issues.
 - Collaborated with vendors and external service providers for equipment repairs and maintenance.
 - Assisted in the evaluation and implementation of new technologies and IT solutions to improve efficiency and productivity.
 - Conducted system updates, patches, and security configurations to ensure system integrity.
 - Administered user accounts, permissions, and security settings.
 - Collaborated with cross-functional teams to plan and execute IT projects, such as network upgrades or system migrations.
 - Developed and maintained IT documentation, including network diagrams, standard operating procedures, and user guides.

System Administrator:

- Design, implement, install and troubleshooting Microsoft windows Server 2012 r2/2016.
- Configure and maintain Active Directory, GPO, DHCP, DNS and DFS.
- Exchange Server 2013 & 2016 administration, including creation, deletion and moving of accounts.
- Building, configuring, patching, upgrading, and troubleshooting of physical and virtual Windows servers.
- Lenovo and HPE Servers management (RAID, IMM.)
- Veeam Backup (Backup, Restoration and Synchronization)
- Configure and manage Windows updates through WSUS.
- Create, manage, and configure virtual machines in Hyper-V and VMware.
- NAS and SAN storage technologies working knowledge.
- Manage all system backup and restore procedures.
- Maintaining up to date Antivirus levels on all machines.
- Perform regular checkup on the server's performance.
- Install, configure, and manage SCCM 2016 & 2019.
- Deploy policies, applications and script using SCCM.
- Install, configure, and manage SCOM 2016 & 2019.
- Create and maintain monitoring and notification rules using SCOM.
- Install, configure, and manage SCVMM 2016 & 2019.
- Ensure all software is updated, and ensure the latest patches, packs and updates are installed.
- Performs administration activities such as setting user accounts, roles, access, and privileges.
- Responsibility on the servers, servers' room, and end users (~150 users).
- always Providing a high level of customer service.

Technical Skills

- **Operating Systems:** Windows Server, Linux, macOS.
- **Virtualization:** VMware, Hyper-V, VirtualBox.
- **Networking:** TCP/IP, LAN/WAN, VPN, DNS, DHCP.
- **Server Administration:** Active Directory, Group Policy, Exchange Server, SharePoint.
- **Storage Systems:** SAN, NAS, RAID.
- **Backup and Recovery:** Backup software, disaster recovery planning.
- **Security:** Firewalls, Intrusion Detection/Prevention Systems, Antivirus/Antimalware.
- **Monitoring and Management Tools:** System Center Suite, NinjaRMM or other relevant tools.
- **Scripting:** PowerShell, Bash, Python.

Certifications

- Microsoft Certified Azure Fundamental – March 2021
- MCSA Windows Server 2016 by Formatech Lebanon – January 2020
- IT Essentials by Cisco Networking Academy – March 2016
- Routing and Switching by Cisco Networking Academy – Jun 2017

Languages

- **Arabic:** Native.
- **English:** Advanced (Writing, Reading, and Speaking).

References

Available On Request