

RAMI FAWAZ

NETWORK & INFORMATION SYSTEMS PROFESSIONAL

ABOUT ME

- A highly skilled person with a Bachelor of Science degree, majoring in Computer Communication with more than 13 years of IT experience, with Strong technical IT background of maintaining, securing and stabilizing computing infrastructure and network communications and providing ongoing technical support and solutions with quick and efficient turn-around.
- Proven ability to improve system and network uptime; effectively communicate with end-users to debug problems; create solutions and train and mentor employees.
- Extremely organized: able to work within multiple teams to provide solutions and blend a rich mix of detail with planning and goal setting to achieve objectives.
- Customer and service-oriented leader, being anytime ready to create and deliver operational excellence.

CONTACT



LEBANESE



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CORE STRENGTHS

- Strategic Planning & Operations.
- Technical Support & Assistance.
- Network Mapping. Network issue Debugging
- Assemble, Configure & Troubleshoot Hardware & Software Issues on Servers
- Project Coordination & Management.
- Quality Testing & Assurance.
- Research & Investigations.
- Independent / Team Worker.
- Reporting & Documentation.

TECHNICAL SKILLS

- OSI and TCP/IP Protocol Stack
- Layer 3 Routing Protocols (OSPF, RIP, MPLS, BGP, EIGRP)
- CISCO IOS Operating System
- Transparent Bridging & Layer 2 Protocols (Spanning Tree, Frame Relay, VTP)
- Internet Technologies (DHCP, DNS, SMTP, Active Directory, Group Policy).
- VMware & Hyper-V.
- Milestone Surveillance System
- Office 365

EDUCATION

B.S. Computer Communication

Business and Computer
University
2006

T.S. Networking and Systems

Technical Institute of Tripoli
2005

B.T. Electronics

Technical Institute of Tripoli
2002

SKILLS

- Infrastructure Components
- Network Management & Topologies
- Network Security
- LAN Switching
- WAN Topologies
- Static and Dynamic Routing
- Servers Installation & Troubleshooting
- Cables Termination (Servers level)

CERTIFICATIONS

**CISCO CERTIFIED SPECIALIST-
CCNP (ENTERPRISE CORE)**
2020

**CISCO CERTIFIED NETWORK
ASSOCIATE - CCNA
OFFICIAL INSTRUCTOR**
2016

**MIKROTIK CERTIFIED USER
MANAGEMENT ENGINEER –
MTCUME**
2019

**MIKROTIK CERTIFIED
NETWORK ASSOCIATE –
MTCNA**
2019

PROFESSIONAL EXPERIENCE

2016 - Present

Network Administrator Assistant

Azm Educational Campus. www.aec.edu.lb

- Installed, configured, and supported local area network (LAN), wide area network (WAN) and Internet system.
- Monitored stability of network and wireless services to ensure comprehensive stability. **(40 CISCO switches, 60 CISCO Access Points)**
- Ensured continuity of computer and telephone system services for **100 users** through technical expertise, assistance and project coordination.
- Managing users, groups and mail addresses (create, edit) for more than **400 users and students** for all entities.
- Performed necessary maintenance to support network availability.
- Maintained network hardware and software and monitored network to ensure network availability to end users.
- Work on **AD Users and Computers console** as part of users support
- **Office 365** applications (create, edit, assign licenses) for emails and groups in addition to Microsoft **TEAMS** administration
- Diagnose and troubleshoot network latency or breakdown, and communicate with the Network Administrator accordingly.
- Managing "Milestone" surveillance system for 250 cameras in addition to the NVR as backup solution.

DEC. 2010 - present

IT SUPPORT TEAM LEADER

Azm Educational Campus.

- Communicate with the IT support team and involve them in tickets as needed.
- Participate in small to medium IT projects.
- Help desk Ticketing software to manage users support requests.
- Finding preventive solutions and creative workarounds.
- Build, setup & maintain PCs, Workstations & Servers.
- Support Windows and Mac OS X machines.
- Install all kind of software.
- Communicate with vendors and suppliers about buying all IT related items and responsible of following up complex software issues and hardware malfunction.
- Tune-up computers.
- Organize, terminate & connect network cables.
- Writing and updating technical support reports, tasks.
- Installation and supporting for Interactive Smart Boards at classes.

PROFESSIONAL EXPERIENCE

JAN 2010 – DEC 2010

IT Administrator

Texxon Investment & Trading Co. www.texxontrading.com

- Reconstruction of Nahr El Bared Palestine Refugee Camp.
- Implementation and Installation of Network (LAN and WAN) at Main Office and Site; Arrange wireless network DATA and VOICE between main office and Nahr el Bared camp.
- Installation of CCTV security systems in Office and Site.
- Configuring and Installation of Server.
- Configuring of Domain Controller (DC); DHCP and DNS with applying some privileges on groups and OU.
- Installation of Attendance Machines (Finger Prints and Face Recognition).
- Implementation and installation of Vehicle Tracking System TRAX.

DEC 2006 - DEC 2009

IT Technical Manager

ABDULLA FOUAD GROUP www.abdulla-fouad.com

MANTECH CO. LTD (TOY TOWN) (Family Entertainment Center). Dammam, KSA

1. Intercard System Administrator (Games Management Software)

Intercard FEC Software the One Card Solution creates the cashless facility that ties all customer payment activity to a magnetic-stripe card.

(www.intercardinc.com)

Installation of Intercard System (Database and network section)

2. IT Administrator & Communication Responsibility

- Installation of **Windows 2003 Server** for 9 sites.
- Configuring of **Domain Controller (DC)** with Managing **Active Directory**.
- Installation of **Microsoft SQL 2008**.

3. Network and Projects Installation.

- Managing networks between **9 sites**.
- Designing, planning, and upgrading of networks more than 80 nodes per each site.

LANGUAGES

LANGUAGE	READ	WRITE	COMMUNICATE
Arabic	Excellent	Excellent	Excellent
English	Good	Good	Good
French	Well	Well	Well

PERSONALITY

Responsible - Highly Conscientious - Multi-Skilled - Quality-Focused - Hardworking - Able to master new technologies quickly - Accurate - Open-Minded

References are available upon request.