Anthony Al-Alam

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EDUCATION

Notre Dame University-Louaize   **September 2018 — December 2023**

BE in Computer and Communication Engineering   **GPA: 3.0/4.0**

WORK EXPERIENCE

Technical Support Engineer   **October 2023**
Sodetel SAL, *Sin El Fil-Lebanon*

- Identifying and resolving hardware and software issues.
- Utilized troubleshooting skills to diagnose and repair faults, including network issues.
- Communicated effectively with customers to understand the root of their problems and guided them through a series of actions for resolution.
- Configured various types of DSL (ADSL/VDSL) modems, fiber, 3G and 4G routers.
- Managing multiple cases simultaneously and solving networking problems faced by customers.
- Assisted in the creation and setup of emails on Microsoft Outlook.

Internships:

Telecom Engineer   **June 2022 — July 2022**
OGERO Telecom, *Beirut, Bir Hasan, Lebanon*

- Provided ADSL, VDSL, and HDSL services through copper cables
- Maintained and Upgraded Public Switched Telephone Network (PSTN) network
- Installed FTTC, FTTB, FTTH, and FTTO services through fiber Cables
- Designed and implemented the FTTx network
- Learned the main concepts of fixed telephony, DSL Services, and fiber optic technology
- Planned design projects including buildings, civil work, primary and secondary cables, cabinets, MDF cable vaults

Network Engineer (ONLINE)   **July 2022 — August 2022**
TOUCH, *Beirut, Lebanon*

- Studied mobile network evolution and radio multiple access techniques from 2G to 5G
- Analyzed concepts of coverage, capacity, and quality in mobile networks
- Performed network optimization, and service quality improvement tasks
- Monitored and reported major network KPIs and KQIs
- Used network performance and quality measurement tools
- Explored 5G evolution and services revolution

Huawei ICT competition (ONLINE)   **November 2022 — December 2022**

- Learned the basics of network fundamentals such as OSPF, STP, RSTP, DHCPv4, VLAN, Telnet, SSH Configuration, IPv6
- Learned security concepts and skills, such as firewall introduction and basic configuration, intra and inter-zone communication, and security policy
- Acquired WLAN basics and lab configuration knowledge
- Gained exposure to cloud Computing & computing Virtualization, Huawei cloud introduction, and cloud services
- Understood AI overview and technical & application fields of AI, and basic steps of deep Learning Development
- Familiarized with the big data industry and technological trends, HDFS, and distributed data warehouse

CERTIFICATES

- **Board Infinity**
  Google Cloud DevOps   Issued: January, 2024

- **Cisco**
  - ✓ **CCNA 1: Introduction to Networks**   Issued: February, 2024
    Skills: Ethernet, IP Connectivity, IP Services, IP Subnetting, IPv4/IPv6 Addressing, Network Fundamentals, Security Fundamentals, Switching
  - ✓ **CCNA 2: Switching, Routing, and Wireless Essentials**   Issued: February, 2024
    Skills: Access Connectivity, Access Security, First-hop Redundancy, High Availability, IP Services, Routing, Switching Protocols, Wireless LAN Controllers.

COMPUTER SKILLS

- Knowledge of network protocols and network topologies.
- Programming language and simulation programs using Python, C++, MATLAB, Cadence Virtuoso, PSPICE, SQL
- Data structures and algorithms
- Understanding cybersecurity threats, security protocols, and experience implementing security measures such as firewall encryption, and access controls.
- Trained and evaluated machine learning models using various techniques and algorithms
- Understanding operating systems internals, command line tools, scripting, process/thread concepts, virtual memory, and basic system administration in Linux and Windows environments
- Graphics design using Adobe Creative Suite (Photoshop)
- Office software: Microsoft Office (Word, Excel, PowerPoint), Google Suite (Docs, Sheets Slides).

SKILL HIGHLIGHTS

- Analytical and problem-solving
- Communication skills
- Adaptability
- Attention to detail
- Project Management
- Team working
- Fast Learner
- Innovative

UNIVERSITY PROJECTS

- SOLAR TRACKING SYSTEM
- ATM BANK PROGRAM
- SPEECH RECOGNITION
- COVID-19 PROTECTION
- ROBOTIC HAND MIRROR
- VIRUS GAME
- 5G
- NFC CARD PROGRAMMING

- IoT SMART HOME: FUTECH
- ANALOGUE AND DIGITAL MODULATION ANALYSIS
- Live EMOTION Detector using CNN Machine Learning model
- Live Road Lane Detection Using CNN, KNN, and OpenCV model
- Designing a BiQuad Yagi Antenna
- Senior Project (FYP): Smart Agricultural Monitoring System (SAMS)

LANGUAGES

- English: Fluent (Written and Spoken)
- French: Fluent (Written and Spoken)
- Italian: Basic proficiency (can understand and speak at a basic level)
- Arabic: Native Language

INTERESTS

- Rugby, Traveling, Hiking, Camping, Technology