

Hadi Baghdadi

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Personal Details:

Date of Birth: 14TH MAY 1979.

Marital Status: SINGLE

Nationality: LEBANESE

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Objective

· Seeking a job that would enable me to put my years of experience into practice both technically and within a team. Aiming for a position that would complement my dynamic personality, which would enhance my personal skills and that would fill my curiosity and application concerning technological and environmental progress and updates

Education

L.T. Technical License Diploma | 2019-2020 | IPNET - Dekwaneh

T.S2. Superior Technical Diploma | 2017- 2018 | Faculty of Tourism - Dekwaneh

T.S1. Superior Technical Diploma | 2016- 2017 | Faculty of Tourism - Dekwaneh

· Major: Systems & Network

Technical Bachelor Diploma| 2001- 2002| Career Development Center

· Major: Programming, Computer Services & Information Technologies

Training & Courses

Certificate of Achievement ITIL Foundation 4 | 2022 | Formatech

Cisco Certified Network Associate Routing & Switching | 2016 | Faculty of Tourism - Dekwaneh

Microsoft SQL 2012 Administration Exam | 2016 | Microsoft

LP1 Level 1 Exam | 2013 | Linux Professional Institute

ISOC LB, ICANN, NSRC | 2013 | DNS & DNSSEC Workshop

Certificate of Achievement Writing Queries Using Microsoft SQL Server 2008 | 2013 | Formatech

Certificate of Achievement Maintaining a Microsoft SQL Server 2008 Database | 2012 | Formatech

Certificate of Achievement Implementing a Microsoft SQL Server 2008 Database | 2012 | Formatech

Certificate of Achievement Linux Professional Institute – 102 | 2012 | Formatech

Certificate of Achievement Linux Professional Institute – 101 | 2012 | Formatech

Microsoft Certified System Administrator (MCSA) | 2006 | Microsoft

Certificate of Achievement; Microsoft Certified System Administrator | 2004 | New Horizon

Professional Experience

Regional IT Manager | 2021 – Present | ANTWORK SAL

- Discover and implement new technologies that yield competitive advantage
- Help departments use technologies profitably
- Supervise company's system infrastructure to ensure functionality & efficiency.
- Monitor KPIs & IT Budget to assess technological performance
- Create overall technological standards & practices & ensure adherence
- Identify, compare, select & implement technology solutions to meet current & future needs
- Consolidate company's technology platforms & create plans for each
- Working Closely with the IT, Development & sales teams while being in direct communication with the CEO
- Ensuring the smooth running of the IT operations in locations, including user support, IT systems, domain services, communications, and connectivity
- Mentoring and training IT staff

IT Manager | 2016 - 2021 | ANTWORK SAL

- Building up company infrastructure from scratch (Servers, Network, Virtualization, VOIP, Printing, Automation & Backup), in coordination with technology suppliers
- Project Management on all technology projects (Data Center, Networking, Servers, VOIP, Printing)
- Oversee day-to-day tasks of the IT operations team
- Follow up with the team to ensure best possible efficiency and customer satisfaction
- Manage all aspects of the technical delivery for all new products and services
- Set IT budgets and expenditure on hardware and software
- Define the project scope, goals and deliverables that enable successful implementation and delivery of code modifications in collaboration with impacted stakeholders new line identify and manage interdependencies, project risks and issues
- Ensuring customer service is timely and accurate on a daily basis
- Performing vulnerability and penetration tests, identifying and defending against threats, and developing disaster recovery plans.

Senior System Administrator | 2008 - 2016 | Terranet Cable1

- Manage the day-to-day operations of systems & services by monitoring system performance, configuration, maintenance and repair. Ensure that records of system downtime and equipment inventory are properly maintained. Apply revisions to host system firmware and software. Work with vendors to assist support activities.
- Establish, maintain and manage users Unix, Linux, Microsoft accounts. Install, modify and maintain systems and utility software on server computer systems. Provide server support related to other software.
- Administration of Virtualization servers (VMware ESXI 6.5, VMWare Server)

System Administrator | March 2008 - June 2008 | Safir Bhamdoun Hotel

- Perform upgrades & full maintenance for all systems & services (Active Directory, Exchange, accounting, Micros 8700, Fidelio)
- Establish failover & backup solutions to reduce downtime & ensure availability

Customer Care Engineer | 2006 - 2008 | Terranet SAL

- Handle outdoor customer service support (Wireless internet installation & troubleshoot, ADSL installation & troubleshoot, WIFI setup)
- Handle inbound customer service support calls from established customers (ADSL, Wireless, WIFI, email)

IT Support | 2004 - 2005 | Izzat Daouk & Sons

Professional Experience

- Hands on Experience on Meraki Equipment
- Shaping & bandwidth management: (Procera PacketShaper PL7810)
- Billing & Customer management: (Emerald management suite)
- Firewall installation, configuration & administration: (FortiGate FG-600D, FortiGate 90D)
- Cisco & ALU routing & switching (Cisco ISR4431, Cisco WS-C2960X, Cisco WS-C3560G)
- Wireless networks administration: (Cisco Active Controller WLC 5520)
- VOIP (Asterisk Free-PBX)
- VPN/IPSec-SSL (Mikrotik, FortiGate FG-600D, FortiGate 90D)
- Cloud Computing (AWS)
- Windows 2003, Windows 2008, Windows 2012, Windows 2016
- Virtualization VMware Vsphere & Microsoft HyperV
- Backup strategy – Veeam, On Tape, Acronis, CA Backup
- Linux: SMTP, DNS, Web Server, Radius, NTP, Spam Filter “Spam Assassin”
- Printing Solutions
- ITSM

Languages

- Arabic : Fluent
- English : Fluent
- French : Intermediate