

Rafa Al Jamal

📍 Beirut – Lebanon

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📅 Date of Birth: 21/09/1993



Network & VoIP Engineer

Education

➤ 2016 – 2017 **Research Master Degree in Medical and Industrial Systems Technology**

Lebanese University – Faculty of Engineering – Lebanon

➤ 2011 – 2016 **Bachelor Degree in Communications and Electronics Engineering**

Beirut Arab University – Faculty of Engineering – Lebanon

Work Experience

Sept 2018 **FransaBank Group Headquarter – ICT & Project Division – Production Environment Department**

- Present

➤ Network Administrator at Telecom Section:

○ LAN & WAN Unit:

- Configure, implement and troubleshoot various Cisco routers from 2950 to ISRxxx and switches
- Monitor network infrastructure devices using network analysis tools: SolarWinds, PRTG, Kiwi Syslog
- Create network diagrams and documents related to LAN and WAN connectivity prior to their implementation
- Provide level 2 technical support to resolve incidents and service requests through an IT ticketing system
- Work closely with other IT teams, head of units and sections to deliver service requests
- Work outside business hours for interventions, critical IOS upgrades and incidents affecting live services

○ Unified Communications & Collaboration Unit:

- Configure, install and troubleshoot AVAYA IP Phones, Cisco IP Phones series (78XX,88XX) and TelePresence endpoints (SX10,DX80)
- Participate in upgrading all VOIP & UC systems, in addition to deploying, testing and monitoring CUCM, UCCX, CUC, IM & Presence, Jabber, Cisco WebEx Board, Expressway C & E and configuring MRA solution
- Identifying and resolving system telephony and video conferencing issues
- Consult and work directly with 3rd party suppliers to report and escalate complex technical issues

Internship

2018 **FransaBank Group Headquarter – ICT & Project Division – Production Environment Department**

May - Aug

- A comprehensive overview about the nature work of System (AS/400, Window & Unix), Application & Databases, Telecom, EFT, E-Channels, Support & Helpdesk sections within the ICT Division

2017 **R&D Engineer at ENSTA Bretagne – Brest – France**

March - July

- Master Thesis Project: Design of an active tunable phase shifter for advanced communication systems

2015 **R&D Engineer at MobiNetS – Product Department – Lebanon**

July - Sept

- Design and Implement a 3D Fresnel Zone module into NEP microwave planning tool of MobiNetS

2014
June - Aug

Telecom Engineer at MobiNetS – Product Department – Lebanon

- Planning and designing microwave networks (radio link budget, interference analysis, spectrum optimization, line of sight...)

2013
July - Sept

Telecom Engineer at OGERO Telecom – Lebanon

- General knowledge about SSH, C7 Protocol, DSL Technology, Switching network: its structure and deployment in Lebanon with respect to ALCATEL, Ericson and Siemens

Certificate

Microsoft 365 Certified: Security Administrator Associate

Issued Jun 2021 – Expires Jun 2023

IT Skills

- Operating Systems: Microsoft Windows, Linux and Mac OS
- Softwares: Wireshark, WinBox, SolarWinds, PRTG, Kiwi Syslog
- Networking: TCP/IP, EIGRP, OSPF, HSRP, VLANs, VPC, VTP, VPN, etc
- Voice Protocols & Technologies: VoIP, UCC, RTP, SIP, SCCP, H.323, MGCP
- Microsoft Office: Word, Excel, PowerPoint and Visio
- Programming: Python, C++, HTML, KML

Others

- **Languages**
 - English: Fluent
 - French: Fluent
 - Arabic: Native language