

**DANA HAJ HASSAN**  
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## **Professional Summary**

Results-driven Informatics and Telecommunication Engineer with over 5 years of experience in network engineering, system administration, and IT support. Proven expertise in LAN/WAN design, firewall configuration, and network monitoring, with hands-on knowledge of Cisco technologies, Fortigate, and VPN deployment. Adept at troubleshooting complex technical issues, managing cross-functional teams, and delivering scalable solutions in fast-paced environments. Multilingual communicator fluent in Arabic, French, and English, with a strong commitment to continuous learning and innovation.

## **Qualification**

- Strong teamwork and leadership skills, adept at collaborating effectively.
- Excellent problem-solving abilities coupled with creative thinking.
- Self-motivated, highly responsible, quick learner, and able to multitask efficiently under pressure.
- Languages: Arabic, French and English.
- Skills: **Networking:** Cisco CCNA 1, CCNA 2, CCNA 3, CCNA 4, MTCNA (RoS,SWoS), N9k Core SW, BNG(Ericsson)  
**Programming:** VHDL, Arduino, Html, CSS, Javascript, Verilog, SQL, Python  
**System/tools:** Oracle, Ubuntu, Centos, Omnet, Quartus, Matlab, Word, Excel, PowerPoint, Visio-Drawing, Winbox, Fortigate, A10, Observium

## **EXPERIENCE**

### **NetPro Internet Service Provider July 2019-Present**

#### ***Noc Engineer***

- Designed and deployed LAN/VLAN infrastructure for wireless networks, routers, and switches.
- Design, implement, and support firewalls, site-to-site VPNs, and remote-access VPNs.
- Oversee new and existing equipment, hardware, and software upgrades.
- Monitor network performance and troubleshoot problem areas as needed. (NPM software)
- Practice network asset management, including maintenance of network component inventory and related documentation and technical specifications information.
- Proven experience and success with LAN, WAN, and WLAN design and implementation.
- Expert knowledge of core routing and switching design principles, best practices, and related technologies of protocols.
- Working technical knowledge of current network hardware, protocols, and Internet standards, including routers, switches (layer 2/3), firewalls, remote access, DNS, VLAN, DSL.
- Fortigate Firewall management and maintenance, applying policies as well as routing and general management

**AUB, Lebanon, IT Department     *APRIL 2019-JUNE 2019***  
***Training***

- Incoming problem tickets from end users to resolve application issues within Oracle E- Business Suite and other software applications used
- Provides second-level contact and conveys solutions to users' issues
- Document all related end user identification information, including name, department, contact information, and nature of problem or issue using incident management system
- Record, track, and document the problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution □ Communicate application problems and issues to third level support and applications owners
- Coordinate with department head to assess departmental application training needs and objectives
- Update/create documentation and training material
- Post updates, knowledge bases, and frequently asked questions resources on AUB website under IT page to assist in problem resolution
- Coding a process to enable students to pay deposits online.

**OGERO, Lebanon *July 2017 - September 2017***  
***Training***

- Completed training about line coding, synchronization, multiplexing, binary signal, digital signal
- Attending workshop in Adlieh Local Central in order to distinguish the difference between synchronous transmission and asynchronous transmission
- Project executed: hands-on exercises on PDH/SDH digital microwave equipment's, connection of village to a main switch with MW link or FOC medium with proper redundancy for protection

**GEEK EXPRESS    *September 2018-2020***

- Teaching more than one class of coding, electronics and robotics in GEEK EXPRESS, Zahle

**EDUCATION**

June 2019: **Master of Informatics and Telecommunication Engineer**  
**Antonin University | Bekaa-Rayak**

***Certificates:***

- Sales and Customer Service
- Personal Growth
- Delf
- CCNA