KHALED SAMHAN

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Career Objective:

IT professional with 8 years of experience in the field, seeking a relevant opportunity at your reputable organization.

Work Experience:

Techaneyat

MSP Senior IT Specialist   (August 2023 – Present)

- Design, implement and maintain IT infrastructure solutions for clients.

- Monitor and manage servers environment(Hyper-V, Group Policy Management, AD). Networks and security systems to ensure optimal performance and security (Mikrotik and Fortigate Firewall)

- Provide expert-level technical support to clients, resolving complex issues promptly, efficiently and Disaster planing (such as using Active Backup in Synology for any disaster).

- Implement proactive measures to prevent potential issues and improve system reliability

- Create and design network infrastructure for clients and antivirus such as Acronis Cyber Protect or Domotz as an RMM tool.

SACCAL Holding

IT Administrator   (April 2022 – August 2023)

- Installed and maintained all systems including IP PBX, PBX, Networking, Emails, and Unfi.

- Designed, implemented, and managed Servers, Firewalls, Punching Machine Systems, Network, Windows, Active Directory, Group Polices, DNS records, WSUS, exchange center and Office 365 (Migration from on-prem into Office 365).

- Monitored third-party maintenance contract suppliers' progress.

- Ensured adequate antivirus protection & solutions were maintained and updated.

- Administered & designed LANs, WANs internet.

- Maintained all companies' 5 branches network infrastructure.

- Provided technical support and monitored security access.

- Designed, implemented, and configured CCTV camera and network infrastructure for Two Yacht: D-Mare and Sea Century.

Al Hayat International School

IT Officer   (April 2020 - April 2022)

- Set up new user accounts and profiles and dealt with security issues.

- Provided computer orientation and training to company staff.

- Installed and configured computer hardware, operating systems, applications, printers, and scanners.

- Monitored, maintained, and troubleshooted computer system and network problems.

- Diagnosed and solved hardware or software faults.

- Provided Field Support and Remote Support, including procedural documentation and relevant reports.

- Created, administered, maintained & troubleshooted: - Windows Server Systems (AD, DNS…).

- Performed initial Server Setup, monitoring, and availability.

- Configured and supported IP Phones (Grandstream).

- Managed Website, Servers, Firewalls, Punching Machine Systems, Network, Windows, Active Directory, Group Polices, WSUS, and Office 365.

AUL University

IT Support   (March 2018 - July 2020)

- Provided first-line support, helping users and working with desktop PCs and Laptops.

- Installed, upgraded, and troubleshooted printers, computer hardware, Windows 7, Windows 10, and Microsoft Office.

Education:

Master of Science in Computer Communication Engineering   (February 2018 - June 2020)

AUL University

- GPA: 3.85

Bachelor of Science in Computer Communication Engineering   (October 2014 - January 2018)

AUL University

- GPA: 3.73

Certifications:

- Acronis Cyber Protect Certification

- Fortinet Certified Fundamentals in Cybersecurity

- Ethical Hacker Certified (Semicolon)

- Red Teaming Certificate (Tryhackme)

- MCSA Servers 2016 Certification

- Microsoft 365 Certified: Fundamentals

- System Administration and IT Infrastructure Services Certificate –(from Google with collaboration with Coursera)

- AWS Fundamentals Certificate

- CCNA Certification

Project:

- The Impact of Healthcare Traffic over H2H and M2M Networks During the Spread Phase of Pandemic Diseases - (Article – Published in Journal of Engineering Research in Kuwait Journals)

Honors and Awards:

- Lira 14 - Forum

Languages:

- English: Spoken, Read and Written (Fluent)

- Arabic: Spoken, Read and Written (Native)

Job Related Skills:

Burp suite, Web Pentester, Office 365, Firewall (Sophos, fortigate, Mikrotik), NAS Storage (Synology, QNAP), Switches (Aruba, Cisco, Linksys, TP-link, HP), RMM tools (Acronis and Domotz), Active Directory, GPO, WSUS, Troubleshooting, Problem Solving, Research, VMware, Python, Linux, Java.