Louay Serhal   Beirut, Lebanon

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Objective

Experienced System Administrator with a strong foundation in networking, security, and systems management. Proficient in a wide range of technologies including Meraki, Microsoft Dynamics 365, Active Directory, and cloud services. Adept at automating processes, optimizing system performance, and ensuring secure, high-availability infrastructures. Currently pursuing opportunities to further develop technical expertise while contributing to innovative, high-impact projects in dynamic environments.

Experience

System Administrator | All Prints - UAE   Remotely
Dubai, United Arab Emirates   Feb 2025 – Present

- Administer and manage the Canvas Learning Management System for organization-wide educational and training initiatives
- Configure courses, roles, permissions, and integrations with third-party tools
- Provide technical support, user training, and documentation for instructors and learners
- Monitor system performance, troubleshoot issues, and liaise with instructor support when necessary

System Administrator | Tahseen Khayat Group   On-site
Beirut, Lebanon   Feb 2025 – Present

- Managed network routing, segmentation, and VLANs across multiple sites, including dedicated microwave uplinks for inter-site connectivity.
- Administered Active Directory and Microsoft 365 integration for user management, licensing, and secure SharePoint collaboration.
- Managed fingerprint and attendance systems for employee access control.
- Worked on **Opera PMS** for hotel operations and system integration.
- Maintained and secured the Group's Meraki cloud-managed network, implementing IDS, filtering services, and domain policies to protect organizational communication.
- Operated and maintained **Tiger call billing servers** for local and international telephony services.

IT Manager | Sacs-it   Contract
Paris, France   Nov 2024 –Jan 2025

- Set up and managed the company's domain for centralized user authentication and access control.
- Maintained and administered corporate email systems via cPanel, ensuring reliable communication and uptime.
- Configured and maintained a self-hosted instance to manage tasks, track milestones, and support agile workflows.
- Oversaw GitLab setup and administration for secure, version-controlled source code management.
- Deployed and maintained a locally hosted VPN solution, secured with username/password and OTP-based multi-factor authentication.

IT Support Specialist | Titan Technology   On-site
Badaro, Lebanon   Jun 2024 – Nov 2024

- Provided on-site and remote support for hardware, software, and networking, ensuring system availability and security for government and private clients.
- Installed and configured CCTV systems, NVRs, and managed server racks and network switches.
- Provided telephony support, troubleshooting and configuration through UCM.
- Performed regular system updates, patches, and backups to maintain system performance.

System Engineer | SecureALM   **On-site**

Achrafieh, Lebanon   Aug 2023 – May 2024

- Configured URL whitelisting through DNS server using nginx backend on EC2 instances through AWS.
- Deployed a proxy server on the network to monitor URLs across various devices, including PCs, TVs, and smartphones.
- Monitored and managed servers to ensure smooth operation, efficient resource utilization, and effective handling of enterprise traffic.
- Created VPN tunnels for users to access services avoiding transparent proxies ISP's ensuring secure connections.

Education

Bachelor in Computer Science   October 2021 – June 2024
Lebanese International University (GPA: 3.02/4.00)

Certificates

- *Cisco Certified Network Professional*   *CNS – ICC group*
- *Cisco Certified Network Associate*   *Cisco Academy*
- *DevOps Engineer*   *Forward Mena*
- *Security Analyst Professional*   *Google*

Languages: Arabic (Native), English (Proficient), French(Proficient)

Skills:

- Bash, Java, Python, C#, SQL, PHP, JavaScript, C
- Linux, Windows, macOS, VMs, Windows Server, RedHat
- Switching, Routing, Access Lists, IDS/IPS, Firewalls, VPN, Proxy, UCM, CCTV, Printers
- Git, Docker, AWS, Azure, Jenkins, Terraform, Kubernetes, Puppet, Foreman
- Nagios, Splunk, Chronicle, Zabbix, Meraki
- Microsoft Dynamics 365 CRM (Automation, Configuration, and Customization)
- cPanel, DNS records, Spam filter