

AHMAD NASSER BAHLOWAN

Personal Information

Nationality: Lebanese
Date and Place of Birth: 5 March 1983, Kuwait
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Education

- Bachelor Degree in Computer Engineering, Beirut Arab University, July 2007
- Lebanese Baccalaureate in Life Science, Iman Pilot School, Beirut 2002

Training & Certificates

- **ISO 9001:2008 Essentials** - CSA Group Golden Tulip Beirut,
- **PTV Vision VISSIM & VISUM Introduction Courses** - Beirut Management Traffic Center,
- **Basic Level Operator** in managing “Optimus” the main engine for operating all traffic lights in greater Beirut, Beirut Management Traffic Center,
- **MS Excel Level 2** - New Horizons,
- **Cisco CCNA** - Cisco Certified Network Associate, (Networking Basics, Routers and routing Basics, Switching and Intermediate routing, WAN Technologies)

Work Experience

July 2008 → Present - Team International, Beirut

IT SYSTEM ADMINISTRATOR

Responsible for all the IT related matters, physical support, computers maintenance, Windows Server, hardware devices

and Microsoft 365 administration, among other arrangements:

1. System Maintenance and Troubleshooting:

- Administer, monitor, and maintain computer systems, servers, networks, and infrastructure to ensure their optimal performance.
- Identify and resolve hardware and software issues, including system failures, network connectivity problems, and application malfunctions.

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- Perform regular system backups and ensure data integrity and disaster recovery capabilities.
 - Maintain and manage a Domain Controller Server and Active Directory, which is responsible for sharing files among all workstations through special permissions.
 - Maintain, manage and support the IP Telephony system.

2. User Support and Help Desk:

- Provide technical assistance and support to end-users, including troubleshooting hardware, software, and network problems.
- Respond to user inquiries and resolve issues promptly, ensuring minimal downtime and disruption to operations.
- Supervised the setup and configuration of workstations, printers, other peripheral devices, offering guidance and training on IT systems and applications.

3. System Security:

- Implement and maintain security measures to protect computer systems from unauthorized access, viruses, and other potential threats.
- Monitor network traffic and system logs to identify and respond to security breaches or vulnerabilities.
- Apply patches and updates to operating systems, software, and security applications.
- Manage the internet and maintain liaison with the ISP.

4. Network Administration:

- Design, configure, and maintain the local area network (LAN).
- Manage network infrastructure, including routers, switches, firewalls, and wireless access points.
- Monitor network performance, troubleshoot connectivity issues, and optimize network resources.

5. Documentation and Reporting:

- Created and maintained technical documentation, including system configurations, procedures, and user guides.
- Generated periodic reports on system performance, maintenance activities, and security incidents.

6. Microsoft 365 Administration:

- Administer and manage Microsoft 365 Business Basic accounts, including user creation, license allocation, and service configuration.
- Deploy and manage Microsoft Teams across the entire organization to support internal communication, virtual meetings, and collaboration.
- Configure Teams channels, permissions, shared workspaces, and data access policies.
- Lead company-wide rollout of Microsoft Teams on desktops and smartphones for all employees.
- Responsible for the administration and daily operation of Microsoft Planner for project management, coordination and task tracking across departments.
- Provide training and technical support to users for Teams, Planner, and other Microsoft 365 applications.

TRANSPORT ENGINEER (Dual Role)

Building on my IT expertise (including knowledge of core systems and advanced MS Excel) and following my motivation to better learn the industry and diversify my knowledge, I asked for additional responsibilities alongside my technology role.

I was able to secure the role of Transport Engineer, whereby I worked with the Transportation Engineering Department on several projects in Lebanon and GCC.

During these projects, I participated in transport planning studies, traffic surveys (Automatic Traffic Count, Turning Movement Count, Journey Time Surveys), data entry, and statistical analysis.

Responsibilities:

- Participated in transport planning studies and traffic surveys, including data collection, analysis, and reporting.
- Supervised the Traffic Impact Study for various projects in KSA, Lebanon, and Yemen.
- Managed data extraction from traffic count machines and travel time analysis using GeoStats TravTime 2.1.
- Worked on traffic signal management using “Optimus” for Greater Beirut’s traffic lights system.

Key Projects:

- Traffic Impact Studies for Taif City (KSA), Saida City, Beirut, and Sana’a City (Yemen).
- Travel Time Analysis for the Urban Transport Development Plan.
- Team Leader for Traffic Impact Studies for Umluj, Unayza, Abha, and Khamis Mushait (KSA).
- Survey Manager, Traffic Data Collection Project in Beirut Greater City. In charge of transport and traffic field surveys, data handling, processing, and analysis. Beirut 2024

March 2008 → July 2008 - Penta Group, Beirut

IT Support Engineer (5 Months Project)

Responsible for installing computer labs for eleven high schools, through:

- Building every desktop computer in each lab with all its hardware components.
- Connecting computers in each lab with the school server, in order to join the school's domain controller server.

November 2007 → March 2008 - iteam, Beirut

E-Marketing IT Specialist

Responsible for internet marketing and promotion of the corporate website and developed products via:

- Designing and applying E-Marketing Techniques.
- Improving the page rank of the web site by the efficient use of E-marketing techniques such as: RSS feeds, PADs, publishing articles and white papers, managing forums and discussion boards, crawl (web) and sending mails.

July 2006 → December 2006 - iteam, Beirut

IT Crew Member – Internship (trainee)

Working in the Software Testing Department for the web-based application named (Mutant). Reporting all the errors or bugs that are discovered to the Development Department for fixing. Applying patches and testing them among different operating systems.

Responsibilities included product documentation, quality assurance, data entry, and product testing.

Membership In Professional Societies

- Lebanese Order of Engineers and Architects, Beirut, since August 2008

Software Skills

- PTV Vision Suite (VISUM, VISSIM) basic entry level
- Geo Stats TravTime 2.1
- Sidra Solutions – Sidra Intersection – basic entry level
- Microsoft 365 - Teams & Planner (Administration & Deployment)
- Kaspersky (SOS) Administration and Portal Management.

Languages

- Arabic: Native | English: Fluent (Written, Spoken, and Read)

Hobbies

- Video Games, Music, Movies

References are available upon request