

HASSAN HAMMOUD

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IT Infrastructure & Systems Specialist with a Master's degree in Computer Science and strong hands-on experience in enterprise server environments, network infrastructure, and security implementation. Experienced across the full IT lifecycle — from physical server room operations and hardware diagnostics to advanced firewall deployment (pfSense), Windows Server administration, and domain-based security management. Skilled in Active Directory, VoIP systems (Elastix), IP surveillance integration (Hikvision), and enterprise troubleshooting. Passionate about designing secure, scalable, and high-performance infrastructures while continuously expanding expertise in cybersecurity and systems architecture.

WORK EXPERIENCE

IT Support Specialist | Propack SAL

October 2025 - present

- Supported enterprise IT infrastructure (Router → Core Switch → Servers → LAN/Access Points).
 - Configured and maintained pfSense firewall integrated to enterprise infrastructure (traffic filtering and security rules).
 - Administered Windows Server and managed organization groups and users (Active Directory, GPO, DHCP).
 - Installed and configured Elastix email server, IP PBX system, IP cams and smart access door.
 - Resolved Office 365, printers, shared folder, and connectivity issues.
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EDUCATION

Master of science in computer science

- Modern university for business and science, October 2022 - May 2025

Bachelor of Science in computer science

- Lebanese international university, October 2018 – July 2021
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SKILLS

- **Networking & security:** TCP/IP, LAN/WLAN Topology, Cisco-CCNA, Routing protocols, routers/switches setup and configuration, pfSense firewalls, anti-virus Server, Structured cabling concepts, network troubleshooting.
- **Infrastructure & Support:** Server room support, rack organization and core switch distribution, VoIP / IP phone, IP cams & Access control (Hikvision).
- **System Administration:** Windows server (AD, GPO), DHCP & DNS configuration, Office 365 administration, OS Deployment & formatting, Remote Desktop/ AnyDesk, programming: python, java, php, html.
- **Soft Skills:** Teamwork, effective communication, problem-solving.
- **Languages:** Arabic, English.