

# Mahmoud Ajam

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## EDUCATION

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| <b>Conservatoire National des Arts et Métiers (Cnam)</b><br><i>Master of Science - Telecommunications Engineering</i>                                      | 2026-Ongoing |
| <b>Lebanese University</b><br><i>Bachelor of Science in Physics</i>                                                                                        | 2026-Ongoing |
| <b>Conservatoire National des Arts et Métiers (Cnam)</b><br><i>Bachelor of Science - Computer Science</i>                                                  | 2023-Ongoing |
| <b>CISCO Certifications</b><br><i>Cisco Certified Network Associate (CCNA): Specialized in ENSA (VPNs, QoS, Automation) and SRWE (Routing, Switching).</i> | 2024-2025    |

## EXPERIENCE

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| <b>IT Support &amp; Maintenance Technician</b><br><ul style="list-style-type: none"><li>Managed, troubleshoot, and maintained hardware and network infrastructure, consistently ensuring high system uptime.</li><li>Diagnosed complex software and hardware faults, delivering rapid, hands-on resolutions to minimize downtime.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 2021-Ongoing |
| <b>Network Infrastructure Consultant</b><br><ul style="list-style-type: none"><li>Network Architecture: Designed, configured, and optimized localized network infrastructures using OSPF routing and VLAN segmentation, successfully reducing network latency for clients.</li><li>Security &amp; Protocol Hardening: Implemented secure VPN tunnels and strict firewall access rules to safeguard data integrity and protect internal assets from unauthorized access.</li><li>Traffic Management: Configured Quality of Service (QoS) policies to prioritize critical application traffic, effectively eliminating bandwidth bottlenecks during peak usage hours.</li><li>Infrastructure Monitoring: Monitored network health and troubleshoot complex switching and routing issues to maintain high availability and reliability.</li></ul> | 2025-2026    |

## SKILLS SUMMARY

|                                  |                                                                                   |
|----------------------------------|-----------------------------------------------------------------------------------|
| • <b>Programming:</b>            | Java, JavaScript (ES6+), TypeScript, C, PHP, SQL                                  |
| • <b>Backend &amp; APIs:</b>     | Node.js, NestJS, Express.js, RESTful APIs, CRUD, JWT, RBAC, Unit Testing          |
| • <b>Networking &amp; Tools:</b> | CCNA (ENSA/SRWE), OSPF, VPNs, QoS, Ansible, Puppet, Linux, Git, Docker (Familiar) |
| • <b>Languages:</b>              | Arabic (Native), English (Professional Proficiency)                               |

## TECHNICAL PROJECTS

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### RESTful API for Library Management

*Freelance Project*

- Architected a scalable backend using Node.js, NestJS, and TypeScript with a full suite of CRUD endpoints.
- Implemented secure authentication and authorization layers using JWT and Role-Based Access Control (RBAC).
- Engineered automated email notifications and API pagination, ensuring reliability through rigorous unit testing.

### Full Stack Web Development

*Freelance Project*

- Designed and developed responsive websites, translating client requirements into interactive digital experiences.
- Programmed dynamic search and content systems by building and integrating backend APIs.
- Performed comprehensive debugging and performance optimization across the full stack.

### Software Development Simulator (Java)

*Freelance Project*

- Engineered a prototype application to simulate software development costs, timelines, and staffing using OOP principles.