

# Nagham Ramadan

Lebanon

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## Experience



### **IT Assistant (Physical Security Systems Specialist)**

United Nations Economic and Social Commission for Western Asia (ESCWA)

Jul 2023 - Present (9 months)

Implement a diverse array of physical security systems to effectively address the core requirements of safety and security operations within the United Nations Department of Safety and Security (UNDSS). Provide technical support and expertise in the installation, troubleshooting, repair, and configuration of Access Control Systems, Video Surveillance Systems, Perimeter Intrusion Detection Systems, and other relevant security infrastructure.

Collaborate in the deployment, diagnosis, and maintenance of ICT infrastructure equipment, encompassing network switches, wireless access points, cabling, patch panels, and racks.

Coordinate the installation, upkeep, and troubleshooting of structured cabling systems and associated components vital for supporting voice and data networks.

Oversee the installation of critical infrastructure elements such as raceways, trunks, and conduit to ensure seamless operations.

Assist in conducting routine inspections, testing, and maintenance procedures for ICT infrastructure equipment, ensuring optimal functionality and performance.

Provide support to Network Engineers, System Administrators, and Helpdesk personnel as required to facilitate operational efficiency.

Contribute to the development and maintenance of comprehensive network and data center diagrams, alongside detailed site, and system documentation.

Assume responsibility for the documentation and implementation of the visitor management system, ensuring compliance with established security protocols and standards.



### **Information and Communications Technology Assistant**

UNHCR, the UN Refugee Agency

Feb 2022 - Jul 2023 (1 year 6 months)

Started working with UNHCR under the SURGE/ Emergency response.

ICT support for both sites 'Registration Center' and 'S&K building' including all departments 'Registration, reception, helpline, administration, protection, health, education, and field.

General Support:

Assist with the installation of the software packages, basic repair/maintenance of computer hardware and telecom equipment.

Train UNHCR staff on email system, and utilization of VHF handhelds, telephone system.

Troubleshoot and resolve all printer issues, including MFP, HP, barcode, and QR code printers added by IP to the network or shared from the server.

Troubleshoot IRIS machine issues (AD-100, and eyehood).

Troubleshoot USB cameras and fingerprint scanner issues.

Troubleshoot queuing system issues.

Select the most efficient and economic means for the transmission of messages, taking into consideration the nature and priority of communications to be transmitted. Attend telephone calls and keep records of such calls.

Decide on appropriate resolution to incidents.

Lan Tasks:

Monitor and maintain the LAN, network servers, routers, printers, LAN points, switches, patch panels, and access points.

Ensure that ICT problem recovery is done as quickly as possible and make regular system back-ups.

Add and remove users from the Networks.

Network Tasks:

Manage the server room and network infrastructure which includes general troubleshooting and maintenance.

Detect, troubleshoot and solve network and connection issues.

Maintain a good knowledge of the network topology to identify problems.

Asset Management and Inventory Tasks:

Maintain the inventory and keep track of movements of ICT equipment.

Create and update disposal lists.



## **Information and Communications Technology Assistant**

**UNDP**

Feb 2019 - Feb 2022 (3 years 1 month)

Regional Bureau for Arab States

Lan and General ICT Tasks:

Support the day-to-day Lan management, servers, ICT infrastructure, switch, routers, DR site, create users, groups, email accounts, and performs daily backup.

Support the maintenance of windows update server (Win 2016 environment), antivirus server, SharePoint servers, and web servers.

Support the maintenance of the WIFI infrastructure and UTM(Firewall).

Support the maintenance of the Disaster Recovery Site.

Support the maintenance of access control system and CCTV.

Provide IT support to LAN users.

Follow up on the telephony PBX system, responsible of the billing system reports.

Responsible for PSU and projects' shared folders.

Troubleshoot PC problems (hardware and software).

Provide necessary trainings to LAN users.

Perform Backup/ Restore tasks.

Applications: Microsoft Intune, Microsoft Office applications, Cloud apps - Office 365.

Procurement Tasks:

Support in the day-to-day procurement tasks: contacting suppliers, getting offers, creating purchase orders, and preparing the relevant procurement documents and files.

Support in drafting of software/hardware ToRs for procurement purposes.

Support in installing any necessary software(s) and in setting up newly purchased equipment.

Design Tasks:

Support in preparing animated PowerPoint presentations.

Support in producing animation videos.

Support in editing banners, logos...etc.

Quality Assurance Tasks:

Support in Web/ App and mobile testing.

Follow up with Developers on errors/ bugs.

Asset Management and Inventory Tasks:  
Maintain and update ICT asset inventory.  
Create and update disposal lists.



## **Management and Quality Assurance**

IdeatoLife

Jul 2018 - Aug 2018 (2 months)

Create use case stories and mockups.

Create Test plan (Expected output to Actual output) and performed mobile app testing.

## **Full stack Web Developer**

Simplon.co, Codi\_Tech

Nov 2017 - May 2018 (7 months)

Frontend (JavaScript, React, Bootstrap).

Backend (NodeJs, SQL).

Server Management (LAMP Stack, Linux).

Project Management (AGILE Methodology).

## **Technical Trainer Volunteer**

Girls Got IT-University Saint Joseph (USJ)

Mar 2018 - Mar 2018 (1 month)

Train students on HTML5 and CSS3.

Develop the training beforehand and adapted it to 18-year-old.



## **Intern**

Amideast

Oct 2017 - Nov 2017 (2 months)

Work with students helping them fill exam applications.

## **Education**



## **American University of Science and Technology**

Bachelor's degree, Management Information Systems

2013 - 2016

## **Licenses & Certifications**



**Full-stack web developer** - Simplon.co



**Full stack developer** - Codi\_Tech



**SQL Essential Training (2018)** - LinkedIn

 **Windows 10: Troubleshooting for IT Support** - LinkedIn

 **Malware: Defense and Response** - LinkedIn

 **Digital Transformation** - LinkedIn

 **Data Visualization for Data Analysts** - LinkedIn

 **Introducing AI to Your Organization** - LinkedIn

 **Leading with Emotional Intelligence** - LinkedIn

 **Windows Server 2019: Implementing Group Policy** - LinkedIn

 **Networking Foundations: Networking Basics** - LinkedIn

 **Building a Home IT Lab** - LinkedIn

 **Windows Server 2019: Manage, Monitor, and Maintain Servers** - LinkedIn

 **Wireless Networking Essential Training** - LinkedIn

## **Skills**

Quality Assurance • Documentation • Windows Server • test cases • Project Management • Business Analysis • Administration • Project Planning • Software Development Life Cycle (SDLC) • agile