

Rami Khaddaj

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IT Specialist

On-Premises IT Management – Data Protection/Recovery – Azure Cloud Solutions – Network Design – Business Cloud Migration

Summary

Motivated and detail-oriented IT specialist, focused on organizational work-space efficiency by applying up-to-date best practices. holding CISCO networking knowledge and advanced OS technical skills. always seeking career development and business success. Qualified and certified with 3 years of experience in on-premises IT administration and Azure cloud solutions. Strong technical and analytical skills.

Key Competencies

Database Management, Network Management, Cloud Security, Containers/Kubernetes, Automation, Performance Testing, and Metrics Analytics, Cost and Workload Management, and Cloud Data Migration

Professional Experience

Ritain.io, Portugal

Nov.2022 – Nov.2023

Azure Solutions/Testing(intern)

Ritain.io is a technology & consulting services company specialized in Cloud & DevOps, SW Quality Assurance, RPA and AI/Data Science.

- Provision/test services and cloud workload build through the Azure portal
- Provided solutions using VMs, Containers, V-Net optimization through multiple Azure subscriptions
- Collaborated on planning business data migration solutions for clients, Create testing/ efficiency reports

AWIT, Lebanon

Apr. 2021 – Nov. 2022

IT Specialist

Arab world Innovation technologies is an Australian based company merged to Lebanon with a vision of development on several digital projects.

- Administered employee's data and accounts in addition to securing access and proper identity management taking by (Zero-Trust) standard
- Reduced Operational costs by 15% through effective IT infrastructure utilization
- Lowered the daily networking failure by 25% using modern topology designs and implementations
- Regular troubleshoot & maintenance/update & upgrade for the company's assets (computers, printers, routers, servers, fingerprint check-in devices, DVR/IP cameras & services)
- Inventory control/Management on secure Excel sheet and IT equipment's efficient purchasing based on best value
- Communication (written/spoken) among various departments to ensure proper workflow and coordination
- Provided remote and on-site IT help desk solutions for windows devices, online services, connectivity
- Prepared short training sessions for staff regarding cybersecurity, windows OS tips, Microsoft productivity Apps
- Handled the company's cloud presence (MS Azure), connecting Dev teams on Azure DevOps, daily follow up with tasks and due dates
- Ensured daily/weekly data backup & security, windows AD/ usage policy configuration, data recovery solutions

PlanB Solutions, Lebanon

Feb. 2020 – Jan. 2021

Sales/Customer Support

PlanB solutions is a multinational company that provides sales and customer support expertise for other businesses and clients.

- Handled sales follow-up by cold calling and following up with clients, addressing client's concerns
- Reflected a positive image to clients and collaborate with different departments to manage daily tasks and sales targets
- Conducted weekly reports for performance and sales percentage
- Sales script upgrades and modifications to make sure communication with clients is always efficient
- Increased sales margin monthly using a variety of sales methods

Khamsat, Lebanon

Mar. 2019 – Jan. 2020

Freelancing

Khamsat is a well-known Arabian platform for freelancing and mini jobs.

- Selling basic HTML webpage designs
- Logo design
- Data entry

Training

AIE Serve & PWC Digital Heros Program

Mar. 2024

Kubicle, Remote

- Certified in data analysis using (Microsoft Excel- Microsoft PowerBI- Alteryx).

Employment Hub Program

Nov. 2023

Nawaya Network, Remote

- Successfully Completed Soft Skills and self-development Training (25 Hours).
- Certified in Fundamentals of Project Management(22 Hours).

Cloud Ready Skills

jun. 2023

Microsoft, Remote

- Alumni of Cloud ready Skills Scholarship by Microsoft Holding several cloud certifications.

Mobile Journalism/Content Maker

Dec. 2022

Kaas, Lebanon

- Accredited from the DW and Konrad Adenauer Stiftung in mobile journalism.

Education

Double Bachelor of Computer Sciences (BA)

Mar. 2015– Sep. 2020

MUBS, Lebanon

Cardiff, Wales

- Concentration on Programming and Networking.

Nano-Degree Cloud Computing

Sep. 2021– Sep. 2022

Udacity, Remote

- Multi-phased program 6 months focused on Microsoft Azure Cloud Solutions.

Additional Information

Computer: Certified Microsoft Office Specialist, IC3 Digital Literacy (computer hardware & software) Windows OS (troubleshooting & maintenance).

Languages: Arabic (Native), English (Fluent), Russian (Basic).

