



Mohammed Ali

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POSITION APPLYING FOR

Computer Network Administrator, I.T. Technical support / Computer Hardware & Software Technician

OBJECTIVE

To utilize my creativity, innovative thinking, technical and management skills for benefit of the organization and myself to work in a dynamic professional environment with a growing organization

WORK EXPERIENCE

March 2017 – Present	Free Lancer <i>/ Computer Networking/ Chief Hardware Technician / Security System</i>	Jeddah City, KSA.
March 2015 – March 2017	Brand Land Advertising <i>Computer Network Administrator</i>	Jeddah City, KSA.
October 2010 – March 2015	Smart Network Technology EST. <i>Technical Support & Project Director</i>	Jeddah City. KSA.
November 2006 - October 2009	New Jeddah Clinic Hospital. <i>Management Information Technology Supervisor</i>	Jeddah City, KSA.
May 2003 - November 2005	British Medad Company For Investment <i>Security Network Administrator</i>	Jeddah City, KSA.

JOB DESCRIPTION

With 15 years of experience in the field of Computer Network Information Technology doing the following responsibilities:

- Build and Configure 2.4GHz-5GHz-WiMax Wireless Network System Using Ubiquity, Cisco, TP-LINK, D-LINK, WIMAX-MOTOROLA, Ruckus etc... Router's & Switch's.
- Build and Configure VPN Network System.
- Build and Configure Firewall Of Security System Network.
- Build And Configure a Complete Network System Database, mail, web, dhcp, domain Server.
- Build, install And Troubleshooting Microsoft Windows Server's OS 2003-2008-2012-2016.
- Build And Configure Domain-DNS-DHCP etc... Network System Under 2003-2008-2012-2016 Windows Server's.
- Group Policy, Active Directory Feature's And Roles Troubleshooting Building and Configure.
- Build And Configure Exchange Server 2003-2007-2010-2013-2016.
- Build And Configure FTP Server.
- Build And Configure VoIP Communication System.
- Build And Configure Cisco Network System.
- Build And Configure Fingerprint, Surveillance Camera Security System.
- Maintenance And Troubleshooting Computer Hardware And Software
- Provide services for 6 Major Brand as Authorized Service Partner in Western Region of Saudi Arabia under 12 showrooms including provinces for laptop, Cisco Device's, Microsoft Software's, desktop, & other brand.
- Responsible for providing technical advice, supporting other hardware technicians to perform computers/ Network System

- Provide technical advice for all Computer/Network System hardware technicians, conduct advanced and complex technical solutions and related studies, evaluates alternatives.
- Identify the required components needed to resolve all hardware issues.
- Supporting other hardware technicians to perform computers/Network system repairs and do necessary action needed to perform successful repairs.
- Keep open communication with SPS stores technicians/ senior technicians / Region supervisors update them with the repair status and the ETA of Spare parts needed for repairs, technical advices, and reporting the pending cases.
- Send repair quotations to SPS store senior technicians / Region supervisors for OOW to get repair approvals.
- Attend to customer technical enquiries regarding technical repair or fixing.
- Assist other region TCs to identify the required parts needed for repairs and provide technical advices.
- Follow up customer technical repair status and ensure that the customer is advised with progress, and attend to customer technical complaints and try to resolve them.
- Assist in devising and implementing systems to improve the quality of service.
- Assist SPS TC Manager to build a specialized and trustful Network System.
- Execute the RMA and DOA procedure and ensure that they are timely returned to customers.
- Provide solution in Western Region CRM Siebel system issue.
- Responsible for the design, implementation, and administration of the Network System's
- Conduct semi-annual preventive maintenance of computers which includes evaluation of computers that need upgrading, check-up whole system's unit and peripherals to determine which unit/peripherals need to be replaced or repaired, virus scanning and removal, and cleaning of PC set.
- Handling logistic task by monitoring physical & Network System.
- Provide daily report for parts stocks then shared to team to monitor recent consume parts are successfully deducted in the system while physical (defective parts) should ship out to ASP partner.

CAREER HISTORY

- System Installation, Configuration and Management.
- Database Connection, Network Connection & Active Directory Deployment.
- Exception Handling in System Workflow, ICAO Compliant ePassport Production Phases.
- Linux Systems, HYDRA MPDV/MES Installation & Tuning (SUSE Based).

Web Application Firewall WAF, Database Encryption (Penta Security)

- Technical Training on WAPPLES WAF, Diamo DB Encryption, Presales/Techno Commercial feasibility
- training with other competing products of Barracuda , F5 and Imperva .
- Risks arising for Web Applications and challenges being faced by Enterprises in that regard.
- Live Penetration tests (black and white box) as part of PoCs drill.
- Full Configurations cycle of the 2 products.

AVAYA and CISCO Voice over IP solutions

- *VoIP technology and TV over IP solutions.*
- *IP Office Installation*
- *AVAYA S8XXX Series Installation and Configuration.*
- *AVAYA Gateways G250 , G450 Installation.*
- *CISCO Gateways 2900.7200 etc...*

- Responsible for end-to-end customer service deliverables to Teradata customers, whether delivered directly by the geographically deployed resources or in partnership with other Local, Regional and/or global teams.
- Provide day-to-day managerial support to the Partners and team of Teradata Customer Service Representatives that I manage as per the growth of the country.
- Work close with the sales team to understand the product sales funnel, help to prepare service sales offers including pricing and deliverables.
- Promote service excellence through effective communication with external customers as well as internal teams.
- Conduct review meetings with major customers including customer visits.
- Promote service excellence through coaching, guidance and leadership to create a positive work environment.
- Report and drive improvements based upon KPI for customer support activities to ensure a high quality and

- performance objectives are met and a customer service focused culture is maintained.
 - Conduct operational reviews with major customers including customer visits.
 - Ensure escalations are carried out promptly and managed according to documented escalation guidelines.
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- Responsible of cutting edge technology trends of smart cities like IoT, Big Data and Object Based Storage side by side
 - the technologies relies within, from NoSQL approach DBs and ending with platform application optimization and
 - Accordingly develop RFP responses to customer requirements.
 - End-to-end consultation on open source IoT platforms initiative with underlying technologies of compute, virtualization
 - and storage side by side the software defined application layer while creating a support efficient and development
 - model.
 - Developing state-of-the-art managed security services of products like SIEM, DDoS, Secure Web Hosting, APT while
 - imposing multi-tenancy in place to be conformed to the business and cloud market requirements.
 - Responsible to Managed Services Cloud portfolio at all aspects of IaaS, SaaS and PaaS,
 - With the target to respond to new customer prospects in the market in timely and efficient manner.
 - Translate customer requirements to technical specifications and develop the solutions with vendors and System
 - Integrators to meet the overall response to Customer Requirement Documents.
 - Prepare Solution Design Documents in coordination with the OEM Vendors and System Integrators on technical designs
 - and solutions with all necessary options required to fulfill the customers stated technical needs.
 - Provide recommendation to du Managed Service executives on how RFP responses may be migrated to standardized
 - solutions on the existing Managed Services roadmap.
 - Prepare RFP technical chapters: atomic evaluation criteria on solution design, delivery/integration and operation
 - ePassport issuing systems project , back end support related to Database , web applications, Linux servers , API
 - between systems and PKI(public Key infrastructure).
 - issuing chip based ePassports.
 - ME1000, AS1000 ePassport personalization machines (electronic and optical) consultation ranging from optical to
 - electronic using RFID technologies as well consultation in Oracle DBs, Web Services (WSDLs), Oracle SOA Suite and
 - ICAO Compliant ePassport Lifecycle.
 - PGP Encryption using Symantec PGP Encryption Management Server – Email Encryption.
 - Data Leakage Prevention Solutions (DLP), Linux/Unix Systems Deployment , Network Infrastructure Design and
 - Configuration(Symantec DLP, EgoSecure Endpoint).(Symantec DLP, EgoSecure Endpoint)
 - Emirates Identity Authority – Validation gateway Project consultation in major areas of PKI , Smart Cards , CA
 - (Certificate Authority) , OCSP , CRL , HSMs (Hardware Security Modules) and NTP Servers (GPS Based) Meinberg NTP ,
 - PDF Signing , Digital Signing .
 - Web Application Firewalls (WAPPLES, PENTA Security WAFs) Analysis and Deployments to mitigate threats like XSS,
 - Cross Site Scripting, SQL Injections, Backdoors, Web Apps Defacement, Denial of Service DoS, DDoS and Broken
 - Authentication and session management.
 - RSA Security Analytics (Envision Migration), SIEM (Security Incident and Event Management) Syslog and Packet
 - Monitoring Deployment and outcome consultation for several clients.
 - McAfee DLP outcome consultation for several clients using ePO centralized management console.
 - IP360/ nCircle Vulnerability Management, PT (Penetration tests) using KALI Linux and Black Ubuntu with tools like
 - Maltego , Aircrack-ng , SQLMap, ARP Spoofing , Session Hijacking , VoIP Channels manipulation.
 - Open-Source CA, EJBCA from PrimeKey Deployment, ISO27001 Experience.
 - Presales activities and techno-commercial consultations for various security products.
 - ITIL V3 (Information Technology Infrastructure Library) Process Management.
 - Incident management and resolution in SLA (Service Level Agreement) Manners.
 - Coordination with different Business Units regarding work flow and system changes deployment.
 - Microsoft Active Directory Administration in respect to Organizational Policies and access control algorithms followed.
 - HP Service Manager Structure process and first level interaction for more than 3.5 k Users
 - Coordination with Access Control Unit regarding FlexCube Access Issues related to user privilege levels RBAC (Role
 - Based Access Control) along with policies followed.
 - Fortinet VPN Routers , UTMs Installation(Cyberoom), Configuration and troubleshooting.
 - Cisco Routers , Switches Installation along with fiber optic termination and cabling infrastructure.
 - BlueCoat ProxySG Installation.

- Riverbed Products Installation.
- UPS(Uninterrupted Power Supply)Installation & Power Design (APC, Eaton)
- IronPort Cisco security.
- Fax Management Solution Installation (FaxSoft).
- VoIP (SIP) and video (H.323) solutions installer (Maximizer IP telephony).
- Setting up and finalizing Quotations of projects ending with Purchase orders and delivery assurance
- Training labs preparation for the center's trainees using VMware and Virtualization technology.
- Handling center's network connectivity and routing protocols applied within the center like EIGRP, OSPF and RIP where Applicable (Cisco Technologies).
- Handling Microsoft Servers like DCs (Domain Controllers), ISA, and firewalls.
- Managing Linux Servers (CentOS, Gentoo, Redhat) and preparing testing environment for the center's student.
- Microsoft SCCM Administration, where addressing computer issues remotely when required.
- Managing wireless infrastructure within the center while creating security policies like VLANs when required.
- Managing webservers IIS from Microsoft and SQL DBs when required within the center.
- Citrix XenApp Application virtualization when required to be used by the center's needs.

SKILLS Keyword Pool

Network topology designs, traffic analysis, , Development, Software Development, Network programming, Distributed System programming, Graphics programs, Database and Database Servers, VB.Net, C++, JAVA, PHP, HTML Websites Development: Asp.Net, JavaScript, CSS, XML, MYSQL, MS SQL Server 2008, Oracle DB 10g, MS-DOS, MS Windows XP, Vista, Seven, Unix& Linux: Red Hat, Fedora, Adobe Photoshop CS3, Smart Draw, MS Office 2010, MS Project Professional, MS Visio, wire shark, Information Security Regulations ISR, PHP , API , PGP , SMIME , Email Encryption , CentOS, CCIE , CCNP , Wireless , IP Telephony , Open Source , Mikrotik , Asterisk.

EDUCATION

2007-2008 American University Of Beirut

Computer Network Engineering

CERTIFICATION'S

1. Linux Professional Institute Certified – LPIC1
2. SUSE Certified Linux Administrator – SUSE Linux Enterprise Server 11
3. CompTIA Linux +
4. CompTIA A +
5. CompTIA Network +
6. Symantec PGP Universal Server – Symantec Technical Specialist – STS
7. HP LIFE e-Learning course on “IT for business success”
8. Cyberoam Certified Network and Security Professional – CCNSP (UTM)
9. Cisco Certified Network Professional – CCNP – Routing and Switching
10. Cisco Certified Network Professional – CCNP – VOICE.
11. Cisco Certified Network Associate – CCNA – Routing and Switching
12. EgoSecure Certified Engineer – Data Loss Prevention – Endpoint Security
13. VMware Certified – VCA DCV- Data Center Virtualization
14. Microsoft® Certified Solutions Associate: Windows Server 2012.
15. Microsoft® Certified Solutions Associate: Windows Server 2016.
16. Microsoft® Certified Solutions Expert: Server Infrastructure MCSE.
17. Microsoft Certified Professional.
18. Server Virtualization with Windows Server Hyper-V and System Center Specialist.
19. Penta Security – WAPPLES Certified Basic – Web Application Firewall
20. Amazon AWS Certified Solutions Architect - Associate (SAA).
21. Appropriate training and certification requirement is hereby recognised as Mikrotik Certified MTCNA-MTCWE-MTCTCE-MTCUME-MTCINE-MTCRE-MTCIPV6E.

SKILLS & STRENGTHS

Computer / Network / Administrative Skills:

- Expert in assembly and disassembly of Network System, troubleshooting and repair of Network Administrator.
- Expert in Cisco System Networking.
- Expert in Microsoft System Networking.
- Expert in PfSens , Mikrotik , IPFire , OPNSens , Sophos Firewall System.
- Expert in Web Application System and Hosting Server.
- Expert in Voice over IP solutions System.
- Expert in VPN Network solution System
- Expert in assembly and disassembly of PC, troubleshooting and repair of computer and its peripherals, Conduct board level repair (Laptop, Monitor, Printer, CCTV, Fax, Modem, DVD & CD Rom, Scanner, CPU, Keyboard, Mouse & etc.) Note: Any Type & Brand for the following Equipment & Device mentioned.
- Knowledge in different OS and Application Software especially Microsoft-based software ➤ Well-skilled in setting-up and administering of PC on a LAN environment.
- Able to fixed P.O.S or Workstation problem on-time through remote or actual.
- Expert in all logistic transaction for more than 10years.
- Expert handling Customer service transaction.

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Personal Attributes / Skills:

- Can work with minimum supervision.
- Has positive attitude, and exerts all efforts to accomplished assigned tasks.
- Self-motivated and confident in working independently and as a team.
- Innovative and creative in problem solving and decision making.
- Hardworking and result-oriented with an outgoing personality.
- Have the ability to deal with personnel of all nationalities.
- Can work under pressure.
- Eager to achieve success through hard-work and team-spirit lived by sense of humor. ➤ Smart, dynamic and flexible ➤ People oriented
- Considerable flexibility in learning new skills, especially in computer/IT field.

PERSONAL DETAILS

Nationality	:	Syrian
Date of Birth	:	06 September 1983
Language	:	English & Arabic
Iqama Status	:	Transferable
Wife	:	Currently not work in Jeddah
WEBSITE	:	www.engmohd.com
Driver license	:	Yes