

# Amer Ghanem | Network and security Engineer

Phone: +962 781 336 032 | Email: [ameralghanem02@gmail.com](mailto:ameralghanem02@gmail.com) | LinkedIn: [linkedin.com/in/amer-ghanem-8b0a04205](https://www.linkedin.com/in/amer-ghanem-8b0a04205) | Address: Irbid, Jordan

## PROFILE SUMMARY

Motivated **Network and Security Engineer graduate** with a strong foundation in **networking**, **cloud computing**, and **cybersecurity**. Hands-on experience in network configuration, system monitoring, intrusion detection, and **technical support**. Familiar with **AWS** cloud services, Linux and Windows environments, and security best practices. Eager to contribute to real-world IT and security projects while continuously developing **technical** and **problem-solving** skills.

## KEY SKILLS

### Networking & Systems:

Network configuration, troubleshooting, system administration, monitoring, and incident response.

### Cybersecurity:

Threat detection, security analysis, vulnerability handling, basic response coordination.

### Cloud & Platforms:

AWS (EC2, VPC, IAM), Azure fundamentals, virtualization concepts, cloud resource management.

### Operating Systems:

Windows, Linux, UNIX.

### Professional Skills:

Problem-solving, analytical thinking, communication, teamwork, adaptability, fast learning, time management, attention to detail.

## WORK EXPERIENCE

### Network & Cybersecurity Intern | Jordan Computer Society

Irbid, Jordan | [Aug 2025 – Jan 2026](#)

- Configured and troubleshooted enterprise network devices (routers, switches, firewalls), contributing to a **15% reduction** in minor connectivity tickets.
- Monitored network performance and security alerts using SIEM tools, assisting in the identification and documentation of **20+ potential vulnerabilities**.
- Supported senior engineers in implementing firewall rule updates and security patches, enhancing system compliance and reliability for a **50-user environment**.

### Customer Support Advisor | Concentrix

Irbid, Jordan | [Mar 2025 – Jul 2025](#)

- Resolved **50+ daily customer inquiries** via phone, email, and chat regarding bookings and service changes, maintaining a **95%+ first-contact resolution rate**.
- Leveraged detailed product knowledge and active listening to de-escalate conflicts, directly contributing to a **10% increase** in positive customer satisfaction survey feedback.
- Adhered strictly to documented procedures while collaborating with a team of **15 advisors** to consistently meet weekly performance targets for quality and efficiency.

## COURSES

- Cisco (CCNA) – [\(2024\)](#).
- AWS (CLF-C02) – [\(2025\)](#).
- AWS (SAA-C03) – [\(In Progress\)](#).

## KEY PROJECTS

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### EVGUARD | Federated Learning Hybrid IDS (Graduation Project)

#### Cybersecurity & ML Engineer

**Technologies used:** Python, TensorFlow/PyTorch, **Federated Learning**, Scikit-learn, SQLite, Wireshark (IoT23 Dataset).

- Improved the hybrid intrusion detection system's overall accuracy by **20%** - **(from 73% to 93%)** and anomaly detection performance by **22%** - **(from 63% to 85%)** through advanced model optimization and hyperparameter tuning.
- Designed and applied a **privacy-preserving federated learning framework** to train models on distributed EV charging data, enhancing global model performance without centralizing sensitive data.
- Investigated over **50+ IoT traffic scenarios** using the IoT23 dataset, implementing real-time processing logic to generate security alerts with an average latency of under **2 seconds**.

### NES Library | Educational Web Platform (Academic Project)

#### Volunteer Work

**GitHub:** [\[link\]](#)

**Technologies used:** HTML5, CSS3, JavaScript (Fetch API), Git.

- Built a clean, static web platform to centralize and share **70+** learning resources for Network Engineering and Security students.
- Structured all materials into **8+ clear categories** (e.g., Cybersecurity, Networking), enabling students to find resources an estimated **40% faster** than using scattered drives or bookmarks.
- Implemented dynamic content loading via third-party APIs to keep resource links updated without manual HTML edits.

## EDUCATION

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### Bachelor's Degree in Networking Engineering and Security (NES)

**Jordan University of Science and Technology**

Irbid – Jordan | [2020 – 2025](#)

### Jordanian High School Certificate (Scientific Stream)

**Irbid High School – grade: 96.5%**

Irbid – Jordan | [2019 – 2020](#)

## LANGUAGES

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- **English:** C1 level.
- **Arab:** Fluent.