Amer Ghanem

Networking and Security Engineer

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Profile

A motivated Network Engineering and Security graduate with a strong foundation in networking, cloud technologies, and cybersecurity. Skilled in designing, managing, and securing IT infrastructures, with experience in troubleshooting, monitoring, and supporting system performance. Adaptable and eager to contribute to technical projects while continuously learning and growing in the evolving fields of networking, security, and cloud computing.

Work Experience

Customer Support Associate – Concentrix, Irbid, Jordan

Mar 2025 – Jul 2025

- Assisted passengers with bookings, itinerary changes, and baggage inquiries while providing accurate and empathetic support.

- Ensured compliance with aviation standards and contributed to enhancing global customer satisfaction.

- Developed strong communication and problem-solving skills through handling diverse customer issues.

Network & Cybersecurity Intern – Center of Excellence for Innovative Projects, JUST

Dec 2023 – Dec 2024

- Gained hands-on experience in network configuration, troubleshooting, and cybersecurity.

- Worked with firewalls, VPNs, and encryption tools, implementing secure network solutions and improving system reliability.

Education

Jordan University of Science and Technology

July 2020 – Expected Nov 2025

- *Bachelor's Degree in **Networking Engineering and Security***

Irbid High School

June 2019 – June 2020

- *Jordanian High School Degree, **Scientific Branch** – 1350/1400 (96.5%)*

Projects

EVGURD 🖉

- Developed a Federated Learning-Based Hybrid IDS for EV charging stations, enhancing cybersecurity and threat detection.

NES Library 🖉

- Developed a comprehensive website for Networking Engineering and Security students, providing course materials, study resources, and IT learning content.

LogiOrbit

- An IT solutions startup offering essential IT services and technical support.

Phishing Hack Tool

- Developed a cybersecurity research tool to analyze phishing techniques and improve defensive strategies.

Skills

Networking (configuration, troubleshooting, management)

Cybersecurity (threat detection, monitoring, incident response)

Cloud Technologies (AWS, Azure fundamentals)

Operating Systems (Windows, Linux, UNIX)

Programming / Scripting (Python, Bash, or relevant languages)

Soft Skills (Problem-solving, Analytical thinking, Communication, Teamwork, Adaptability, Quick learning, Attention to detail, Critical thinking, Time management, Creativity, Leadership)

Courses & Certifications

CCNA – Cisco Certified Network Associate (2023)

EJPT – Junior Penetration Tester (2024)

CLF-C02 – AWS Certified Cloud Practitioner (2025)

Languages:

Arabic: Native

English: C1 Level