

## **Ali Luay**

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### **OBJECTIVE**

Versatile IT professional with vast knowledge of network and project management, software development and database administration with over 9+ years of experience in information security, engineering, networking, operating system software, Microsoft Azure and Cisco umbrella security.

### **EXPERIENCE and SKILL**

I have experience for more than 9 years with the communication systems servers, laptop and desktop support, administer systems, and manage the organization's infrastructure, configure, maintain and support data center servers in production environments that serve mission critical applications; and manage VMware/Hyper-V virtual environments. Installs and configures applications that access SQL databases, and is responsible for network and server maintenance, backup/restore, disaster recovery, security audit, performance, and business continuity.

I have experience more than 10 years to reviews and analyze change requests to determine the work and estimate the level of effort for application changes and writes detailed technical specifications for changing application components based on business requirements and high level designs and last project designs in Martin Luther King buildings in 2020 with provides problem resolution support, specific to application issues, identifies and resolves problems in application software and develops unit and unit integration test plans and procedures with advanced knowledge COBOL, DB2, CICS, MQ development experience and JCL syntax and coding including use of CA JLCHECK tool.

**IT Manager and Network Administrator, Erie  
Rise Leadership Academy Charter School**  
Erie, Pennsylvania 16502

01/2014 - 07/2020

Responsible for managing network progress and measuring results. Performs complex upgrades, troubleshoots, and fixed network hardware and software problems. Monitor performance of information technology systems to determine cost and productivity levels, and to make recommendations for improving the IT infrastructure. Dealing and negotiating with all vendors about giving us the best technology at the cheapest prices. Monitor and track controlled access programs to ensure implementation and viability of appropriate systems security policies, as well as the acquisition of IT security tools. Ensure programming and maintenance of servers 2008, 2012, 2016, 2019 and Microsoft Azure and track systems performance regularly where applicable. Program and operate windows windows 7, windows 10 and windows server, Participate in network and systems design to ensure implementation of viable systems, configure and mange all firewall routers, switches and wireless VLAN and WLAN.Organize and Design Networks, Media, Photoshop, and Video maker for Advertising.Manage Microsoft Azure and Cisco Umbrella security.

manage windows and Linux hosts including installing security patches and making

configuration changes to support security requirements and deal with all special problems, Manage Microsoft 365 and Microsoft Azure, Intune Education portal and all MS office comprises word processing program, spreadsheet program, PowerPoint and presentations, Excel and design tables, Access with database management, Microsoft teams, OneDrive and SharePoint more than 6 years and configure deployment and manage to create accounts for the administrators managers or for normal employees come with pacific security rules applications across an enterprise to control organization unites.

**Self Network Contractor**

04/2020 - 05/2020

**Build new Network Topology diagram system**

**At Martin Luther King buildings**

Erie, Pennsylvania 16507

Build new wireless Ubiquiti Unifi Wireless WIFI Access Point 2019 with new mainframe system, identifies and resolves problems in application software and develops the unit and integration test plans and procedures with advanced knowledge COBOL, Unifi security gateway pro gigabit through coupler patch panel with back bar to cover all the buildings with high bandwidth Wi-Fi speed and manage through cloud, involving the new design, installation and configuration and writes detailed technical specifications for changing application components based

**IT Instructor, Erie Business Center**

01/2012 - 12/2014

Erie, Pennsylvania 16503

Teaching, Developed and implemented interesting and interactive learning mediums to increase student understanding of course materials. Earned positive verbal/written feedback from students regarding classroom instruction and learning success. Analyzed software, hardware and network systems for various transmission systems. instructed configuration and installation routers, switches and wireless controllers process, Replaced boards, changed servers and loaded and tested software applications.

**IT Network Administrator, Booker T. Washington Center**

01/2010 - 08/2014

Erie, Pennsylvania 16503

Configured and installed routers, switches and wireless controllers.  
Managed all switches, firewalls and CISCO equipment.  
Managed application patches, data backup, security changes and network configuration.  
Tested and troubleshot new versions of Protection security system software.  
Ran cables from existing patch panels to new patch panels to.  
Troubleshoot and resolved internet connectivity and general software and hardware issues.  
Worked closely with QA to develop use cases, review test cases and track feature bugs.

**EDUCATION**

**Mercyhurst University**

Erie, Pennsylvania 16546.

Bachelor's degree

Major: Computer system and information technology

09/2014 - 06/2018

Credits Earned: 120

- WEB DEVELOPER
- JAVASCRIPT PROGRAMMING AND C+
- SYSTEMS ANALYSIS DESIGN.
- SYSTEMS ENGINEERING TECHNOLOGY FOR ALL WOS AND IOS
- CYBER SECURITY
- NETWORK ADMINISTRATOR SERVER
- NETWORK TCP/IP MODEL

. Installation and processing Hardware and software, Program wireless troubleshooting and access point network and control, management, installations most Cisco, Ubiquiti Unifi Wireless WIFI Access Point, with advanced knowledge COBOL, DB2, CICS, MQ development experience and JCL syntax and coding including use of CA JLCHECK tool and Develop a set of blueprints which would create a new computing environment based through cloud.

### **Mercyhurst University**

09/2012 - 06/2014

Erie, Pennsylvania 16546.

Post-secondary academic degree, Associate degree

Major: Information Technology

Coursework in Network Management and Communications.

Coursework in Security Communication.

Coursework in Windows System Administrator

### **Erie Business Center**

09/2009 - 06/2011

Erie, Pennsylvania 16503.

Post-secondary academic degree, Associate degree

Major: Information Technology

Computer Networking and Software Engineering and Technology Management with Advanced Mathematics advanced knowledge COBOL, DB2, CICS, MQ development experience and JCL syntax.

## **QUALIFICATIONS AND ACHIEVEMENTS**

### **Hardware and software support**

Saved more than \$85000 by renegotiating an IT outsourcing contract for one year.

Reduced the incidence of IT issues by 80% globally by leading a testing initiative improvement program. Increased core system availability to 90% by developing standards and architectural governance and implementing best practices. Spearheaded a company-wide innovation initiative resulting in 4 new product offerings in fewer than 3 months.

Oversaw IT support for several servers, 615 users and 480 desktops and laptops. Created collaborative classroom experience through training and lap process.

## **CERTIFICATIONS AND LICENSES**

### **MTA-Networking Fundamentals 98-366 by Microsoft**

Issued:

11/2014

General networking concepts technologies and experience with windows, server, and windows based networking, network management tools, DNS, TCP/IP names resolution process, and network protocols and topologies.

### **CompTIA Network +**

Issued:

03/2013

Knowledge and skills needed to troubleshoot, configure and manage wired and wireless networks found in companies around the world. CompTIA Network+ certifies a professional-level understanding of emerging technologies, including cloud and virtualization technologies.

### **CompTIA Security +**

Issued:

04/2012

Security certification IT professionals earn. It establishes the core knowledge required of any cybersecurity role and provides a springboard to intermediate-level cybersecurity jobs and configure network security settings and implement key infrastructure.

### **SMBAM and SMBEN CISCO Network Specialization Engineers.**

Issued:

07/2011

Borderless Networks, Collaboration, and Data Center topics will headline the major training tracks. Includes training for cloud concepts, SMB-level Cisco Telepresence products, and virtualization and data center switching.

## REFERENCES

Name: **James Sherrod**  
Reference Type: Professional  
Job Title: CEO of Martin Luther King Center  
Years Known: 1  
Day Phone: (814) 572-1653  
Email: jsherrod@mlkcentererie.org  
Address: 312 Chestnut St, Erie, PA 16507

Name: **Shantel Hilliard**  
Reference Type: Professional  
Job Title: CEO of Booker T. Washington Center and Erie Rise School board memeber  
Years Known: 10  
Day Phone: (814) 384-0034  
Email: shilliard.hilliard8@gmail.com or shilliard@btwcenter.org  
Address: 1720 Holland St, Erie, PA 16503

Name: **HOMER SMITH**  
Reference Type: Professional  
Job Title: Public Relations at Erie Rise School and Erie Rise School board memeber  
Years Known: 10  
Day Phone: (814) 392-3413  
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Name: **Terry Lang**  
Reference Type: Professional  
Job Title: Ex CEO & Supervisor of Erie Rise Leadership Academy Charter School  
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