

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 13+ years of experience in information security, engineering, networking, operating system software, Microsoft Intune Azure endpoint management, Power shell and Cisco umbrella security, Experience working in OSI model, TCP/IP model, ADDS, WSD service, and manage VMware/Hyper-V virtual environments, Group policy, permissions, account provisioning, Installation, configuration applications that access SQL databases, server maintenance, backup/restore, and disaster recovery.

Azure Cloud Engineer and Cisco Umbrella Security

- ❖ Working as Cloud Administrator to manage Microsoft Azure, involved in configuring virtual machines, storage accounts, resource groups.
- ❖ Remote Virtual Machines to troubleshoot, monitor and deploy applications.
- ❖ Using Power shell to write, debug scripts to automate the processes.
- ❖ Planning, designing, engineering configuration and troubleshooting complex data, video and voice networks.
- ❖ Cisco Umbrella architectural security on Migration from SourceFire to FireAMP.
- ❖ Work directly with customers to understand their problems and requirements and Implementation and maintenance.
- ❖ Customizations including custom fields, objects, layouts, workflows, process builder and validation rules.

Senior Windows Server Engineer

- ❖ Manage the portfolio to established service levels, develop technical designs that can be deployed and managed by service providers.
- ❖ Management to provide direction and decision-making guidance to drive project and production support efforts design, engineer, implement.
- ❖ Manage complex server, network systems and configuration in a global, multi-site enterprise environment.
- ❖ Setup and management of monthly patching of Windows Servers, creates custom reports covering all areas of SCCM or SCOM operations (System Center Operations or Configuration Manager).
- ❖ Automation solutions such as PowerShell, System Center Configuration Manager, System Center Orchestrator, Azure Service Management Automation, and/or API integrations.

Office 365 administrator

I have experience to manage and load Office 365 application for Microsoft external client's for small business or big business clients 10 to up 500 clients and fix any troubleshooting and customize Office 365 application include Word Excel OneNote Skype For Business, Outlook, Power point and Microsoft Access.

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

Erie, Pennsylvania 16502

01/2014 - 07/2020

- ❖ Managing network progress and measuring results, 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 2016, 2019 and Microsoft Azure and track systems performance regularly where applicable.
- ❖ Program and operate windows 7, windows 10 and MacOS.
- ❖ Participate in network and systems design to ensure implementation of viable systems, configure and manage 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 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 administrator's managers or for normal employees come with pacific security rules applications across an enterprise to control organization unites.

**Self Network Contractor
Build new Network Topology diagram system
At Martin Luther King buildings**

Erie, Pennsylvania 16507

04/2020 - 05/2020

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

Erie, Pennsylvania 16503

01/2012 - 12/2014

- ❖ Taught, Developed and implemented interesting and interactive learning mediums to increase student understanding of course programming and maintenance of server 2012, Microsoft Active Directory, Group policy, permissions Network, Security, OSI model, TCP/IP model VMware/Hyper-V 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**

Erie, Pennsylvania 16503

01/2010 - 08/2012

- ❖ Configured and installed routers, switches and wireless controllers.
- ❖ Managed all switches, firewalls and CISCO equipment.
- ❖ Programming and maintenance of servers SBS 2008 and server 2012.
- ❖ 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.
- ❖ Troubleshot 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 - 06/2019

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

Erie, Pennsylvania 16546.

Post-secondary academic degree, Associate degree

Major: Information Technology

09/2012 - 06/2014

Coursework in Network Management and Communications.

Coursework in Security Communication.

Coursework in Windows System Administrator

Erie Business Center

Erie, Pennsylvania 16503.

Post-secondary academic degree, Associate degree

Major: Information Technology

09/2009 - 06/2011

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

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.

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.

REFERENCES

Name: **James Sherrod**
Reference Type: My CEO
Job Title: CEO of Martin Luther King Center
Years Known: 3
Day Phone: (814) 572-1653
Email: jsherrod@mlkcentererie.org
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Name: **Shantel Hilliard**
Reference Type: My CEO
Job Title: CEO of Booker T. Washington Center and Erie Rise School board memeber
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Name: **Tim Feltmeyer**
Reference Type: My CEO
Job Title: Health Information Management Supervisor/CDI UM Specialist at Shriners Hospitals for Children
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Name: **Terry Lang**
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