

Fady Awada

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About:

Web Developer, Designer, Network Warrior, Producer, Hacker.

Developing my skills in the network computing industry in a leadership position, with emphasis on managing network infrastructure development, operations, and security.

Experience:

DIRECTOR OF IT, MOOVWEB; SAN FRANCISCO CA — 2015-PRESENT

- Acted as a trusted advisor, that built and maintained relationships with other Engineering leaders and business executives to develop a clear understanding of IT business and technical needs.
- Ensured cost-effective delivery of IT Security Standards across all business systems, and responded with the agility required to address changing business priorities
- Worked with HR leadership to create, develop, and digitize the entire suite of on/off boarding processes, PTO, benefits, & many HR/Compliance form / docs. Accountability for overall effectiveness of day-to-day IT operations & security, while setting and maintaining operations standards & PCI compliance for company infrastructure.
- Oversight of the architecture, design, and implementation of servers, network, and infrastructure to provide high-performance business systems. Proven track recorded with IT related On/off-boarding of over 350+ employees, contractors without any incidents, or security breaches.
- Maintained PCI compliance & Information Security Standards across all business systems, VPN, backups, office security, device management (MDM).
- 99.995 - 99.999% VPN uptime.
- 99.9% overall office connectivity, including PBX phone systems, 24hour support line, conference room AV, server room, backup systems.
- 99.9% overall uptime during two office moves. Maintained business critical systems, VPN, Support line, during both office moves.
- Continuously maintained server backup power preventing total failures, blackouts, network crashes, PC lockups, data corruption.

IT DIRECTOR | WEB & BUSINESS DEVELOPMENT, REFERRAL EXCHANGE — 2006-2013

Our goal is to create great real estate experiences between agents and clients. we've been connecting agents and clients together since 2005, and have helped sell over \$6.3 billion in real estate. Startup environment.

- Worked hands on with all departments to come up with Sales processes, and tech.
- Raised yearly revenues from ZERO to the real estate referral powerhouse that it is today.
- Recruited over 15k top agents as the #1 sales professional in the company for 7 years with over 75k calls made.
- Served as the company's lead customer service professional for the first 3 years. Trained multiple teams in customer service, sales and collections.

AE, BUSINESS DEVELOPMENT, REALITY DIGITAL — 2006-2007

Founded in 2003, Reality Digital is a San Francisco-based company that provides software products and a hosted service platform for storing sharing, managing, and monetizing user generated content (video, photos, games, text). Reported to VP, Business Development. Such techniques that I honed while employed at Reality Digital include, but are not limited to, assessments of marketing opportunities and target markets, intelligence gathering on customers and competitors, generating leads for possible sales, follow up sales activity, formal proposal writing and business model design. Other duties include: website updates, trade shows appearances, creative / interactive marketing, CRM solutions, and many more...

AE, BUSINESS DEVELOPMENT, EMOCHILA — 2005-2006

E. Mochila specializes in web development for firms and accountants nationwide. E. Mochila is an established technology company based in San Francisco. Our business caters primarily to accountants, attorneys, and dentists throughout the United States, Canada and Puerto Rico. Our products include website development tools, such as secure file storage and data transfer, cutting-edge web design and search engine marketing. 60K in sales, in my first year.

Education:

- Allied Real Estate School, Laguna Hills, CA 2006
- Ohio State University, Columbus, Ohio 2004
- Certified Network Cisco Administrator
- Certified Meraki Network Operator

Skills:

Web Development & Design, Network Engineering, Business Development, Marketing, HTML, XHTML, CSS, Javascript, Adobe Illustrator, Adobe Photoshop, AWS, Web Servers.

Thorough comprehension of fundamental networking protocols including TCP, UDP, DNS, BGP, STP, ARP, Ethernet, OSPF, etc. Hands-on experience with network technologies including firewalls, content filters, routing/switching, hubs, VLANs, and 802.11a/b/g/n/ac/ x wireless.

- Substantial experience and outstanding skills in customer service. Accustomed to working in fast paced environments with the ability to think quickly.
- Solid writing, editing and oral communication skills.
- Excellent personal motivation with a proven ability to build and work in a strong team concept environment, and independently.
- Well developed skills in prioritizing, organization, decision making, and time management.
- Able to deal courteously and professionally with the general public in a variety of situations, with excellent human relations skills, having dealt with a variety of customers and employees.

References

- Justin Schiefner - Moovweb, Director of HR, 415.722.2392 c
- Paul Dunham - Moovweb | Director of Engineering, 510.384.3625 c
- Scott Olsen - Referral Exchange, CEO, 415.860.2578 c