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**Fadi Helou**

**Network Infrastructure And System Administrator**

**Contact info:**

Dekwaneh, 303 Slaf Street, Maten,

Mount Lebanon, Lebanon

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Email: [fadihelou73@gmail.com](mailto:fadihelou73@gmail.com)

**Education:**

CISCO CCNAX 3.0

New Horizons - Lebanon

BT 1-2-3 Electronics

Alliance Technical School, Lebanon

Elementary and Secondary Classes

C.T.I School, Lebanon

**Job Description:** Install, Configure, Design and Support an organization's Local Area Network (LAN), Wide Area Network (WAN), and Internet System or a Segment of a Network System. Maintain Network Hardware and Software. Monitor Network to ensure Network availability to all System users and perform necessary maintenance to Support Network availability. May supervise other Network Support and client Server specialists and plan, coordinate, and implement Network Security measures.

**Job Duties:**

Diagnose Hardware and Software problems on both Operating Systems Mac and Windows,

Install, Design and Configure Network Infrastructure.

Maintain and Administer Computer Networks and related computing environments, including Computer Hardware, Systems Software, Applications Software, and all Configurations.

Implement Network Security, Configuring Manageable Switch and applying Mac Address Access Control List (ACL) which will prevent any unregistered user to gain access to the Network even if they have the WIFI Password.

Configure Firewall Routers, create Multiple Networks and disable Access between Networks. Apply Security to prevents attacks from the internet, create and configure DHCP Servers.

Setup manual and automatic TCPIP and DHCP Network Configuration on all fixed and nonfixed devices like Computers, Printers and Mobiles to prevent IP conflict

Design, plan, establish, and optimize Wireless Networks. Develop Wireless Network Infrastructures. Secure and maintain Access Points (AP) Implement WIFI Roaming System where each Access Point (AP) will gain access to a dedicated port which will prevent heavy load and make the Network Fast, reliable that gives the ability of a portable computer user or mobile devise to communicate continuously while moving freely throughout an area covered by number of Access Points (AP)

Create Windows and Mac OS Virtual Private Network (VPN) with Secure Socket Tunneling Protocol (SSTP) to secure connection between the Working Station and Microsoft Asure.

Configure and install 2012 Windows Server, installing, Configuring and Administrating Active Directory (AD), Domain Name and Remote Desktop (RD) creating users, Folders and giving access rights and permissions for each user for both Operating Systems (OS) Windows and Mac, which will gain security and prevent loss of data. Installing and Configering Mobile Device Manager (MDM) Creating network folder shortcuts for each working station to ease access to the server. Backup data from server to external Hard Disk Drive (HDD).

Disaster Recovery restore Disc Partition and recover data.

Train and assist all coworkers in using both Windows and Mac Operating systems (OS) and most of Microsoft programs like Office and others.

Diagnose Install and repair Hardware for Laptops, Desktops and servers.

Determine very fast any network or hardware problem and fix the problem quickly.

Perform activity check on Online UPS and make sure of power and battery stability.

Manage and Administer Gmail Accounts, create and edit users.

Export, import and edit contacts from and to Gmail to create a list of groups on WhatsApp mobile application (APP) for broadcasting messages which will save lot of time when entering contact by contact manually by hand on the mobile.

Creating google forms for statistics or other reasons sending these forms as links on WhatsApp or other platforms and collecting answers on Excel sheet to be ready for filtering which will give all kind of answers form people who filled these forms to be filtered and sorted.

**PROJECTS:**

Man Enterprise/Giant Mall: Naher El Mot Highway, Maten, Lebanon

Design, Install, Manage and Configure Network Infrastructure.

Man Enterprise/Movempick Resort: Raoche, Beirut, Lebanon.

Design, Install, Manage and Configure Network Infrastructure.

Man Enterprise/ABC Mall: Achrafiyeh, Beirut, Lebanon

Design, Install, Manage and Configure Network Infrastructure.

Highendfilms: Studio City, Dubai

Design, Install, Manage and Configure Network Infrastructure.

Nassar Villa: Faqra Village, Mount Lebanon, Lebanon

Design, Install, Manage and Configure Network Infrastructure.

**WORK EXPEREINCE:**

**Head Of IT Department, Sabaa Party | November 2017 – Present.**

**Karantina | Lebanon. Contact Person Secretary General Ghada Eid Mobile: +9613739576**

Maintain, support and configure network infrastructure

WIFI access points, Router, Manageable Switch, Firewall, Network Security, Security Cameras, video and photo shooting, Video Editing, Photo Editing

**Internet Service Provider, Establishment Owner, Compulink Dekwaneh | Lebanon | June 2002 – Present Contact Person Founder Fadi Helou Mobile: +9613981860**

Install and design Network infrastructure.

Provide Internet service for the area of Dekwaneh.

Troubleshoot network problems as quickly as possible.

Monitoring Network infrastructure to ensure of stability.

Installing and managing Squid Caching System, Bandwidth Traffic Shaping System, Radius Manager.

Configuring HP Manageable Switches, Mikrotik Access Points (AP).

**Corporate Clients System and Network support:**

**Man Enterprise company (2000-2005)**

Rabiya Company, Hotel, Rabiyah 2002- Present. Contact Person Angele Helou Chief Accountant Mobile: +9613981860

**Starmanship Badaro 2002- 2009.Contact Person Fayez Helou Manager Mobile: +9613201269.**

**Digital Imaging Technician (DIT) | October 2013 - 2016**

**High End Films | Dubai | Lebanon Contact Person Samir Karam Mobile:+971504500815**

Applying Camera settings and preparing camera on: Alexa Mini, Alexa XT, Red and fixing and repairing any technical issue on set, Camera Operator on Phantom Flex 4K Import, Backup, Managing, Transcoding and exporting to High quality Clips from the Camera card. Applying Data report for each job

Initiate sub-groups or sub-teams as appropriate to resolve issues and perform tasks in parallel.

Ensure deliverables are prepared to satisfy the project requirements, cost and schedule.

Help keep the team focused and on track.

**Customer Service | July 1997 - May 1998**

**Desktop Equipment and Solution | Lebanon**

.Maintains customer records by updating account information.

Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

Maintains financial accounts by processing customer adjustments.

Recommends potential products or services to management by collecting customer information and analyzing customer needs.

Prepares product or service reports by collecting and analyzing customer information.

Contributes to team effort by accomplishing related results as needed.

**Hardware Technician | July 1995 - May 1997**

**A.T.I | Lebanon**

Analyze information to determine, recommend, and plan layout, including type of computers and peripheral equipment modifications.

Analyze user needs and recommend appropriate hardware.

Build, test and modify product prototypes, using working models or theoretical models constructed using computer simulation.

Confer with engineering staff and consult specifications to evaluate interface between hardware and software and operational and performance requirements of overall system

Design and develop computer hardware and support peripherals, including central processing units (CPU), support logic, microprocessors, custom integrated circuits, and printers and Hard disk drives (HDD)

Evaluate factors such as reporting formats required, cost constraints, and need for security restrictions to determine Hardware Configuration.

**Network and System Administrator | July 1998 - May 2002**

**WorldLink | Lebanon**

Designing and planning the network -,Setting up the network

Maintaining the network - Expanding the network

Adding new host machines to the network - Administering network security

Administering network services, such as NFSTM services, name services, and electronic mail

Troubleshooting network problems

**PROFESSIONAL ATTRIBUTES:**

● A high standard of professionalism in my work

● The ability to remain calm and objective in all situations

● The ability to quickly identify and resolve client problems

● Able to work autonomously and in a team environment

● A good sense of humour and the willingness to be part of a team

**CORE SKILLS:**

● Excellent Communication Skills

● Fluent Speaker

● Attention to Details

● Hard Working Individual

● Target Driven

● Ability to Prioritize