Hamza Abu Saado

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PROFILE

Recent Computer Science graduate with practical experience in IT technical support, system troubleshooting, and network configuration. Hands-on learner who actively builds technical skills through professional training, self-study, and homelab experimentation. Experienced in hardware/software troubleshooting, Windows and Linux environments, virtualization, and basic scripting. Strong foundation in Cisco networking fundamentals and cybersecurity principles. Quick to adapt to new technologies and tools, with demonstrated ability to learn independently and work effectively in team settings. Seeking an entry-level IT position to grow technical expertise while contributing to operational success.

EDUCATION

Bachelor Degree in Computer Science
Lebanese International University – Beirut, Lebanon | *2021-2025*

Lebanese Baccalaureate - Department of Life Sciences
New Century School | *2020-2021*

EXPERIENCE

IT Technical Support Intern- EDM Software & Hardware Solutions
Beirut | July 2025 – September 2025

- Troubleshot and upgraded hardware components (RAM, NVMe, HDD/SSD, printers, routers, PDUs).
- Installed and configured standard applications, client-requested programs, and printer drivers.
- Performed network setup (IPv4, DNS, router configuration, mapped network drives).
- Delivered remote support (printer issues, Kaspersky application rules, license activation).
- Conducted system backups and migrated user profiles with associated data.

Cashier - Number One Café and Restaurant
Choueifet | October 2023 – June 2024

- Processed an average of 100+ customer transactions daily with 99% accuracy, handling cash, credit, and digital payments while maintaining balanced cash drawer through precise end-of-shift reconciliation
- Provided exceptional customer service by greeting customers warmly, answering product inquiries, resolving complaints efficiently, and consistently receiving positive feedback for professionalism and helpfulness
- Maintained organized and clean checkout area, restocked merchandise near register, and assisted with inventory counts and price verification to ensure smooth store operations
- Collaborated with team members during peak hours to reduce wait times

Homelab Projects:

Self-Hosted Ticketing Systems:
- Deployed Peppermint and UVdesk open-source ticketing platforms using Docker containers
- Configured PostgreSQL for Peppermint and MySQL for UVdesk with proper environment variables and volume persistence
- Resolved database connection and permission issues for reliable deployment
- Explored features including ticket management, user authentication, and knowledge base (UVdesk)
- Demonstrates skills in containerization, database management, and IT support tool implementation

Homelab Security & Access Overhaul with Nginx Reverse Proxy:
- Architected and deployed a secure network access solution using Nginx as a reverse proxy in a dedicated Proxmox LXC container.
- Eliminated IP-based access by configuring name-based routing for internal services (e.g., Proxmox, AdGuard) via hostnames like "proxmox.home.arpa".
- Secured all internal traffic by generating and managing a wildcard SSL certificate (*.home.arpa) with "mkcert" and implementing TLS termination on the proxy.
- Hardened the proxy server by configuring a host-based firewall (UFW), installing Fail2Ban for intrusion prevention, and adding HTTP security headers.
- Diagnosed and resolved complex configuration issues, including SSL cipher mismatches and client-side browser caching problems, using tools like "curl" for verification

OpenCode CLI Agent Development:

- Developed custom AI agents for CLI automation and career guidance (Python, Ollama, YAML)
- Streamlined session reviews and project tracking for efficient skill Development

Job Application Tracking Automation:
- Built Python script using openpyxl to generate structured job application tracker
- Implemented data validation dropdowns with openpyxl for consistent data entry
- Streamlined application tracking workflow with pre-configured templates
- Built AI agent workflow to convert natural language job notes into structured CSV data
- Created Python script using pandas to automatically append entries to Excel tracker
- Automated cross-platform workflow between Ubuntu WSL and Windows environment

Local AI Model Experimentation:
- Deployed Gemini CLI via WSL for local LLM inference and fine-tuning exploration
- Experimented with local AI model deployment and customization workflows
- Identified hardware constraints (GPU requirements) through hands-on testing

Network Infrastructure & DNS Management Lab:
- Configured Tenda router as primary DHCP/routing device after ISP router DNS lockdown
- Deployed AdGuard Home on Proxmox LXC (Debian- 12) for network-wide DNS filtering and ad-blocking
- Implemented DNS rewrites for internal service resolution (proxmox.home.arpa)
- Configured per-client blocked services and custom filtering rules for granular access control
- Set up nginx web server on existing LXC to host custom DNS allowlist for dynamic filter management
- Established network segmentation with TP-Link repeater extending coverage across zones

MCP Toolkit Gateway with Docker:
- Built containerized MCP server using Docker for multi-service orchestration
- Configured Docker networking (bridge, host, user-defined) for service communication
- Integrated GitHub, Obsidian, YouTube, and web search tools via MCP protocol
- Automated deployment workflow with volume mounts for persistent configuration
- Exposed RESTful endpoints for Claude AI integration and external API access

Active Directory Lab Environment:
- Deployed Windows Server 2012 R2 with Active Directory Domain Services
- Configured Group Policy Objects (GPOs), user permissions, and SMB file sharing
- Implemented firewall rules for secure remote access
- Set up pfSense as internal router for network segmentation and secure internet access
- Managed domain-joined client machines with centralized authentication

CERTIFICATES

Cisco Network Security Course
CCNA: Switching, Routing, and Wireless Essentials
CCNA: Introduction to Networks

LANGUAGES

Arabic: Native Proficiency
English: Full Professional Proficiency

Technical Skills

- Virtualization (Proxmox (LXC, VMs), VirtualBox, VMWare)
- Web Servers:nginx (configuration, static hosting, reverse proxy with SSL/TLS termination)
- DNS Management: AdGuard Home, DNS rewrites, custom filtering
- Network Configuration: DHCP, DNS server deployment, network segmentation
- Scripting: Bash (system updates automation), Python (Excel automation with openpyxl)
- Containerization (Docker, Docker Compose)
- Docker Networking: Bridge, Host, User-Defined Networks, Macvlan, IPvlan, IPvlan L3, None
- Automation Tools (n8n, system services)
- MCP (Model Context Protocol): Server deployment
- WSL)
- Cloud Platforms: MS Azure (VM deployment, AD migration from on-prem to Azure AD)
- Operating Systems (Ubuntu, Windows 7,8,10,11, Debian, Kali Linux)
- Server and Client OS installation

- Server Services: DNS/DHCP, file server configuration
- Active Directory: OU/user/group management, GPO creation, domain resolution
- Programming: Python (automation scripts, openpyxl), Java (Intermediate), C (Basic)
- Productivity Tools: Microsoft Word, PowerPoint, Excel

SOFT SKILLS

- Collaborate effectively across cross-functional teams to deliver projects on schedule
- Manage competing priorities and meet tight deadlines in fast-paced environments
- Adapt quickly to new technologies, tools, and methodologies

HOBBIES

- Music
- Gaming
  - Configured and maintained a Forge-based modded Minecraft server, resolving client–server registry conflicts, managing large dependency sets, analyzing logs, and implementing server-side gameplay automation through configuration and command-based solutions.
- Tech