

# Wael Bassam Hasan

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Location: Mar Elias, Beirut, Lebanon | Phone: +961 76 766279 | Email: wael7676@outlook.com

## Professional Summary

Experienced IT professional with hands-on skills in Customer Service , System Administration, Endpoint security, Cloud platforms, Infrastructure support focused on reliability and security with a strong desire to learn and contribute to the field. Currently working on expanding my knowledge and skills in cybersecurity.

## Work & Experience:

### 1. CME Tier 2 Technical Support Engineer for Dollar General (based in USA).

Duration ( 3 Years ).

In this role , the following were documented:

- ✓ Remotely assist customers with technical support ( Customer Service ).
- ✓ SSH to connected computers and apply Linux commands.
- ✓ Check Hardware peripherals and test them.
- ✓ Assisting Toshiba with deploying POS software and Operating systems(Linux and Windows).
- ✓ Assisting GLORY Global Solutions and NCR Global Solutions by testing ethernet connections, checking peripherals, and troubleshooting their cash technology equipment.
- ✓ Provide cash technology solutions.
- ✓ Configuring SQL Server Management Studio and applying SQL to communicate with the database .
- ✓ Installing printer drivers ( Lexmark).
- ✓ Data Entry .
- ✓ Hands-on experience using ServiceNow to improve workflows and enhance organizational efficiency.
- ✓ Assisting New Era Technologies ( previously known as Comm-works) with network cabling troubleshooting.
- ✓ Cisco Meraki Support.
- ✓ Assisting Customers by ordering/replacing missing /damaged equipment.

- ✓ Assisting with NEWBOLD equipment ( table scanners ,power bricks , hand scanners ).
- ✓ Assisting with Ingenico Payment Solutions ( Card Payment Terminals and Card readers).
- ✓ Remotely Assisting Customers with user editing, adding, password reset using Vision Commerce Suite (VCS).
- ✓ Escalate cases to direct managers and supervisors by providing background context, giving a summary about the situation that led to the need for an escalation, including the who, what, where, when, why and who . Making a request and mentioning any challenges.

## **2. IT Network and Support Officer at CASHUNITED SAL.**

Duration ( 1 year , 3 months).

In this role , the following were documented:

### **IT Systems Administration & Support**

- ✓ Set up and managed the company's service desk, creating user-friendly templates for the most common issues to improve ticket handling efficiency and utilized Agent Central for streamlined agent collaboration.
- ✓ Managed Active Directory (AD) using AD Manager by ManageEngine, handling user accounts, groups, permissions, and shared folder access to keep data secure and organized.
- ✓ Managed Password Access Manager (PAM) to control and secure privileged account credentials, enhancing security for sensitive systems access.
- ✓ Made sure to regularly check that all scheduled tasks in Task Scheduler were running properly to avoid any process interruptions.
- ✓ Checked daily Acronis backup reports to verify successful backups and address any issues promptly.
- ✓ Followed and enforced hardware and software policies to keep IT assets standardized and licensed correctly.
- ✓ Performed Windows tasks like formatting systems, upgrading RAM, fixing hardware issues, and installing or updating software.
- ✓ Added certificates using MakeCert tool in IIS Manager to secure web applications and services.
- ✓ Prepared and secured Work From Home (WFH) laptops with CrowdStrike EDR, BitLocker encryption, and company security rules.

- ✓ Supported applications such as the CashUnited platforms ( CUServices , IMT , LMT ) and helped users/agents with Windows device problems, and OpenVPN issues.
- ✓ Helped maintain and fix printers, projectors, and other user devices.
- ✓ Configured middleware servers to connect with third-party providers for smooth application integration.

### **Infrastructure, Telephony & Device Management**

- ✓ Worked with HPE servers, setting up storage using RAID 1 for mirroring (copying data for safety) and RAID 5 for better storage efficiency and fault tolerance through parity.
- ✓ Used HPE iLO (Integrated Lights-Out) to access and manage servers remotely via IP for hands-off server administration.
- ✓ Supported the Disaster Recovery (DR) site based on Lenovo Nutanix to ensure business continuity in case of failures.
- ✓ Managed virtual machines with VMware and Hyper-V Manager to run and maintain critical services efficiently.
- ✓ Worked with Fortinet devices including managing IPsec tunnels for secure site-to-site VPN connections.
- ✓ Managed Forti-Authenticator for user identity management and FortiClient VPN for secure remote access, alongside firewall policies and other Fortinet security configurations to protect the network perimeter.
- ✓ Handled cabling and Power over Ethernet (PoE) setups to support network connectivity for devices.
- ✓ Supported telephony systems using Asterisk PBX and Cisco IP phones, and maintained CCTV cameras and biometric fingerprint access machines for security and communication.
- ✓ Configured printers on the network using SNMP for status monitoring and SMTP for automated alerts on issues such as low toner or errors.

### **Security, Backup & Compliance**

- ✓ Worked with CrowdStrike EDR to detect and stop advanced threats and malware on endpoint devices, improving overall security posture.
- ✓ Used BitLocker to enable full disk encryption across company devices, ensuring sensitive data remained protected from unauthorized access.
- ✓ Managed and monitored backups with VEEAM, Datto, and Acronis, regularly checking backup reports to verify successful data protection and resolve any backup failures promptly.
- ✓ Utilized WAZUH SIEM to collect and analyze security logs, detect suspicious activities, and support incident response processes.

- ✓ Maintained compliance documentation and procedures for critical systems such as CBS DB servers and UAT environments, supporting audit readiness.
- ✓ Implemented and managed spam filtering policies and domain blocking rules in Google Cloud Platform (GCP) to block unwanted and potentially harmful emails from outside spam domains, improving email security and reducing phishing risks. This involved configuring email gateway rules, monitoring email flow, and regularly updating block lists based on emerging threats.

#### **Cloud Administration & Workspace Management**

- ✓ Managed Google Cloud Platform (GCP) users, permissions, billing, and services to keep cloud resources organized and secure.
- ✓ Administered Google Workspace accounts, device rules, groups, and collaboration tools to support teamwork and security.
- ✓ Supported hybrid cloud integrations to ensure smooth and secure access to cloud and on-premises resources.

#### **Asset, Inventory & Peripheral Management**

- ✓ Kept track of IT hardware, software licenses, printers, and consumables such as toner cartridges.
- ✓ Configured printers with SNMP monitoring and SMTP alerts to detect and prevent downtime due to printer issues.
- ✓ Managed software licensing renewals and hardware lifecycles to optimize asset usage and budget planning.

### **3. IT Support/Assistant IT Manager (Baroody Group).**

Duration ( 9 months).

In this role the following were documented:

- ✓ Worked on(Minerva POS, Omega, and VBIG).
- ✓ Assist office co-workers with remote support.
- ✓ Applying basic Linux commands.
- ✓ Installing Windows, Linux OS , Software (Adobe, Office , etc...).
- ✓ Troubleshooting and PC Assembly which includes replacing bad parts , formatting HDDS and SSDs and maintenance .
- ✓ Network configuration and cabling .
- ✓ Cisco Meraki Support.
- ✓ Installing and configuring SQL Server Management Studio and applying proper SQL.

- ✓ Installing and configuring CCTV .
- ✓ Installing and configuring Fingerprint Attendance Machines.
- ✓ Data Entry .
- ✓ Assisting HR by retrieving employees' attendance and documentation.
- ✓ Assisting Sports 4 Ever branches with technical support.
- ✓ Replacing and fixing damaged POS peripherals (scanners, printers, receipt printers , monitors).
- ✓ Monitoring CCTV Cameras for Security purposes.
- ✓ Documenting everyday activities and accomplishments.
- ✓ Deploying VMWARE and Virtual Box .

## Education:

- Bachelor in Information Technology (LIU).
- Bachelor in Sociology and Economics(BAC2).
- Cisco Network Academy Certificates and Letters in IT Essentials, Routing and Switching, Interconnecting Networks, Introduction to Cybersecurity
- Google Technical Support Fundamentals Coursera Certificate Grade 96.5%.
- FortiGate Operator
- Google Workspace: User and Resource Management
  
- CME Workplace Diversity Course from Legal Compliance and Ethics Center .
- CME Information Security Course from Legal Compliance and Ethics Center .
- CME GDPR Course from Legal Compliance and Ethics Center .
- CME Data Privacy Course from Legal Compliance and Ethics Center .
- CME California Consumer Privacy Act Course from Legal Compliance and Ethics Center .
- CME Anti-Harassment and Discrimination (US Edition) Course from Legal Compliance and Ethics Center .
- CME Anti-Bribery and Corruption Course from Legal Compliance and Ethics Center .

## Technical Skills

- **Systems & Servers:** Windows Server (Active Directory, DNS, Group Policy, backups), Windows OS (formatting, RAM upgrades), HPE iLO, RAID 1 & RAID 5, Nutanix, VMware, Hyper-V
- **Security:** CrowdStrike EDR, BitLocker, WAZUH, Datto, VEEAM, PAM (Password Access Manager), Fortinet (FortiGate, FortiSwitch, FortiAP, FortiAuthenticator, FortiClient VPN)
- **Management Tools:** AD Manager by ManageEngine, Agent Central
- **Networking & Devices:** Fortinet firewalls and IPsec tunnels, Cisco IP phones, Asterisk PBX, CCTV, fingerprint scanners, structured cabling, PoE
- **Cloud & Workspace:** Google Cloud Platform (GCP), Google Workspace
- Basic Knowledge in programming languages and scripts :
- HTML,CSS,JAVASCRIPT,PHP,JAVA NETBEANS,C# VISUAL STUDIO, Java ANDROID STUDIO,SQL.
- Experience with Windows OS.
- Deploying Software : PHPMYADMIN,MY SQL,WAAMP,XAAMP,VMWare Workstation,Virtual Box.SQL Server Management Studio, Adobe , Office .
- PC troubleshooting, assembly, and maintenance.
- Network Configuration.
- CCTV installation.
- Deploying OS ( Windows and Linux).
- Documentation.
- Data Entry.
- POS installation and maintenance.
- Intermediate knowledge in Linux.
- Experience in Remote Support
- Microsoft Word, Excel , PowerPoint.
- Fluent in English and Arabic.

## Languages:

- English (Fluent).
- Arabic (Native).