Abdul Salam Nassar

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Adaptable Network Administrator with 4 years of professional experience providing tier III support, delivering reliable solutions under budget constraints, and ensuring seamless network operations for both remote and local environments. Holds a Bachelor of Computer Science (Honours) and thrives in dynamic, fast-paced settings by leveraging exceptional troubleshooting and network optimization techniques.

PROFESSIONAL EXPERIENCE

Soo Mill, Sault Ste. Marie, ON   05/2023 – Present
Network Administrator
- Upgraded and reconfigured SonicWall NSA 2600 to NSA 2700 next-generation firewall, increasing network reliability by 30%
- Engineered secure site-to-site VPN with Xplornet to link remote and main offices, configuring router, switches, and other network devices
- Orchestrated penetration testing and enhanced firewall as well as IDS/IPS security
- Provided tier III support for complex network issues in a 150+ user environment, achieving a 97% resolution rate within SLA timeframes
- Improved Wi-Fi range and reliability by strategically deploying and configuring Access Points, eliminating dead zones and increasing overall network performance
- Automated routine network tasks using PowerShell and Python scripts, improving operational efficiency by 30%

Network Technician   03/2023 – 05/2023
- Conducted regular network audits and vulnerability assessments using SolarWinds, Nmap & SonicWall Analyzer improving network performance by over 55%
- Maintained detailed network documentation including topology diagrams, device configurations, and change logs for audit readiness
- Administered DHCP, DNS, and IP address management to optimize network traffic
- Managed Active Directory, Office 365, Load Balancing, VPN, Antivirus for 150+ users

OLG, Sault Ste. Marie, ON   03/2022 – 03/2023
Software Developer
- Automated testing and deployment workflows using TeamCity, resulting in improved solution stability and faster go-to-market speeds.
- Managed change and release processes following ITIL best practices to ensure smooth, low-risk deployment of software and system updates.

EDUCATION

Algoma University, Sault Ste. Marie, ON   2019 - 2023
Bachelor of Computer Science (Honours)
- GPA: 4.0 - Magna Cum Laude: Top 5%

SKILLS

Network Security	TCP/IP, DNS, DHCP, VPNs	Network Monitoring & Troubleshooting
Cisco Products	Windows/MacOS/Linux	Router, Switch & Firewall Configuration
Python	Load Balancing (QoS)	Network Protocols (BGP, OSPF, etc.)
VLANS	Traffic Analysis (Wireshark)	Subnetting & IP Addressing

CERTIFICATIONS & TRAINING

CompTIA Network+