

Ali Emad SALEH

Technical Support and IT Infrastructure Specialist

<https://www.linkedin.com/in/hex41414141> Syria bgside2368@gmail.com 0986956140

SUMMARY

I am a Computer Science student and IT support specialist with 3–4 years of hands-on experience in system administration, network management, and web development, primarily within governmental institutions. My technical strengths include Linux/Windows server administration, PHP (Laravel, CodeIgniter), and embedded systems programming. I am committed to continuous learning and eager to contribute to a dynamic IT team, leveraging my problem-solving and teamwork skills to deliver impactful solutions.

EXPERIENCE

IT Infrastructure Lead | Damascus Governorate (2023-2024)

Directorate of Informatics, Damascus Governorate

2023-01-01 - 2024-11-30 Damascus, Syria

Citizen Service Centers

- Managed hybrid infrastructure (60 Ubuntu/40 Win Server) for 1,600+ users
- Reduced network downtime 35% via Cisco ISR router optimizations
- Built Barzah Service Center IT infrastructure from scratch
- Deployed 15 WAPs + 120 network points (Cat6a)
- Implemented Zendesk ticketing system (85% resolution SLA)
- Trained 20+ technicians in incident management procedures
- Automated server provisioning (Ansible) for 15+ research environments
- Managed 14-branch helpdesk supporting 1,600+ employees
- Achieved 65% faster ticket resolution via Zendesk optimizations
- Training Development:
- Created Arabic/English training programs boosting staff proficiency by 40%

Systems Administrator | Scientific Research Authority (2022)

General Authority for Scientific Research

2022-01-01 - 2022-12-31 Damascus, Syria

- Directed infrastructure consolidation for 9 governmental entities:
- Virtualized 140 physical servers ' 100 Proxmox instances (40% footprint reduction)
- Optimized 30 server cabinets ' 15 high-density racks (50% space savings)
- Implemented high-availability architecture:
- HAProxy load balancing for critical services
- Automated failover (99.95% uptime SLA)
- Security hardening:
- AES-256 encryption + quarterly pen tests (60% vuln reduction)
- Disaster recovery design:
- Multi-site backups (RPO <15 min)
- Bi-annual recovery validation drills

Network Infrastructure Specialist

Damascus Governorate | Local Administration Ministry | 2021-2022

2021-01-01 - 2021-12-31 Damascus, Syria

- Engineered 400+ network point deployment across governmental facilities, including dedicated VIP infrastructure for Governor's Office and executive meeting halls
- Managed enterprise network infrastructure:
- 12+ Cisco Catalyst switches with VLAN/QoS configurations
- 64 TP-Link Omada access points via SDN controller
- Implemented critical security measures:
- Port security for sensitive offices

SKILLS

Networking: - Switching: VLANs, STP, LACP, Port Security - Wireless: SDN Controllers, WPA3-Enterprise - Protocols: LLDP, CDP, 802.1Q, HSRP

Infrastructure Optimization - Server Virtualization - Data Center Migration - Resource Utilization Analysis - Power/Cooling Efficiency

CITIZEN & END-USER SUPPORT • Multilevel Technical Support (L1-L3) • Cross-Cultural Communication (EN/AR) • Zendesk/ServiceNow Administration • User Training & Knowledge Transfer • Service Optimization & UX Improvement • Crisis Management & Stakeholder Communication

EDUCATION

Bachelor's Degree in Computer Science

Fifth-year Computer Science student with a focus on system administration, web development, and embedded systems.

Al-Ittihad Private University

2020-09-01 - 2025-06-30

CERTIFICATIONS

CompTIA Linux+

Microsoft Certified: Windows Server Fundamentals

CCNA

LANGUAGES


Arabic Native

English Advanced

- - Bandwidth throttling policies per department
- - Rogue AP detection system
- - Reduced network incidents 40% through proactive monitoring (PRTG/Wireshark)
- - Managed 300+ network nodes (Cisco/MikroTik) across 14 branches
- - Designed QoS policies improving VoIP call quality by 50%
- - Documented network topology using Lucidchart

IT MANAGER

Honey Moon Travel & Tourism

 2025-01-01 - 2025-08-31  Damascus

Managed and maintained company IT infrastructure, including networks, servers, computers, and surveillance systems.

Supervised installation, configuration, and troubleshooting of hardware and software across multiple branch offices.

Administered and customized the internal CRM system (Bitrix) to support sales, bus services, and tourism marketing operations.

Ensured data security, system reliability, and smooth daily operations for staff and management.

PROJECTS

Secure VIP network for Governor's Office + 8 meeting halls

Executive Network Infrastructure

Duration: 3 month(s) **Role:** Implementation

Technologies: Cisco Catalyst 3650, Wireshark, RADIUS

- Physical isolation (separate core switches)
- 802.1X authentication for all endpoints
- Redundant fiber uplinks (LACP bonding)
- Outcome: Zero security incidents during tenure

Governmental Server Consolidation Initiative

Duration: 12 month(s)

Technologies: Racktables, NetBox, Power Monitoring (PDUMetrics)

Challenge: Fragmented infrastructure (140 servers across 30 cabinets)

- Solution:

- Virtualized environment (VMware ESXi)
- High-density blade deployment
- Automated resource allocation

- Impact :

“ 40%physical footprint

“ 35%operational costs

‘ 30%resource utilization

- Technical Highlights:

- Server lifecare migration
- Hot/cold aisle containment
- KVM over IP

Barzah Citizen Service Center

Flagship Digital Government Hub | Damascus Governorate | 2023

Duration: 6 month(s)

Challenge:

Create future-proof service center to replace paper-based processes

Solution:

- Built end-to-end IT infrastructure from bare walls:
- Physical: Rack installation, fiber uplinks, UPS systems

- Network: Software-defined WiFi (TP-Link Omada), QoS for VOIP
- Software: Containerized e-gov services (Docker)
- Implemented citizen experience enhancements:
- Digital queue management system
- Self-service kiosks with ARABIC/ENGLISH interfaces
- Real-time service dashboards

Impact:

70% reduction in processing time for citizen requests

45% decrease in staff operational overhead

Served 50,000+ citizens in first 6 months

Technical Leadership:

- Managed cross-functional team (8 technicians)
- Completed project 3 weeks ahead of schedule

UX Impact:

40% shorter wait times via digital queue system

30% higher satisfaction in post-service surveys

55% fewer support tickets after kiosk deployment