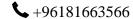
## **Louay Serhal**

Page Beirut, Lebanon







### **Objective**

Recent Computer Science graduate from Lebanese International University with strong expertise in networking, security, and systems, particularly with Linux and scripting languages such as Python and Bash. Eager to leverage my skills in automation and system management while pursuing a master's degree in Cybersecurity and Systems. Seeking opportunities to apply my technical knowledge and drive for continuous learning in a dynamic and challenging environment.

#### **Experience**

**Titan Technologies** 

Jul 2024 – Present Badaro, Beirut

Full Time Job / IT Support

- Provided on-site and remote support for client issues related to hardware, software, and networking.
- Install, configure, and troubleshoot CCTV systems, including cameras and Network Video Recorders (NVRs).
- Perform regular system updates, patches, and backups for operating systems and software applications.
- Conducted hardware and software maintenance for servers, including troubleshooting and resolving issues with Hewlett Packard Enterprise systems.

Aug 2023 - May 2024 SecureALM Achrafieh, Beirut

Internship-Full Time Job / System Engineer

- Configured URL whitelisting through DNS server using nginx backend on EC2 instances through AWS.
- Deployed a proxy server on the network to monitor URLs across various devices, including PCs, TVs, and smartphones.
- Monitored and managed servers to ensure smooth operation, efficient resource utilization, and effective handling of enterprise traffic.
- Created VPN tunneks for users to access services avoiding transparent proxies ISP's ensuring secure connections.
- Administered Microsoft Dynamics 365 CRM, enhancing system functionality and user experience through the implementation of automation processes.
- Installed and configured Windows and Ubuntu Servers on VMware ESXI.

#### **Education**

# **Lebanese International University - Computer Science**

Oct 2021 – Jun 2024

CIS College

Bachelor Degree GPA(3.02)

Cybersecurity Training

#### Certificates

•	Cisco Certified Network Professional(CCNP)	Cisco
•	DevOps Engineer Training	Simple Learn
•	Linux Administrator Enterprise	Udemy
•	Security Analyst Professional Training	Google

**Languages:** Arabic (Native), English (Proficient), French (Proficient)

#### Skills:

- Bash, Java, Python, C#, SQL, PHP, JavaScript, C, Git
- Linux, Windows, Windows Server, MacOS, VM ESXi
- Switching, Routing, Access Lists, IDS/IPS, Firewalls, CCTV
- Microsoft Dynamics 365 CRM Automation, Configuration and Customization