

Louay Serhal

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Objective

Versatile IT Support Specialist with expertise in system administration, networking, and security, combined with strong skills in scripting and development. Experienced in providing on-site and remote support for hardware, software, and network issues across government and private sectors, ensuring high availability and security of critical systems. Currently seeking to apply my technical skills, problem-solving abilities, and drive for continuous improvement in a challenging systems management roles.

Experience

Titan Technologies <i>Full Time Job / IT Support</i>	Jul 2024 –Present Badaro, Beirut
<ul style="list-style-type: none">• Provided on-site and remote support for government and private client on issues related to hardware, software, networking, ensuring high availability and security sensitive systems.• Install, configure, and troubleshoot CCTV systems, including cameras and Network Video Recorders (NVRs), while overseeing the setup and management of server cabinets, racks, and network switches. Additionally, provide configuration and support for VOIP systems, including the setup and troubleshooting of Grandstream devices over IP networks.• 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.	
SecureALM <i>Internship -Full Time Job/ System Engineer</i>	Aug 2023 –May2024 Achrafieh, Beirut
<ul style="list-style-type: none">• 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.	

Education

Lebanese International University - Computer Science <i>Bachelor Degree GPA(3.02)</i>	Oct 2021 – Jun 2024
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Certificates

• <i>Cisco Certified Network Professional(CCNP)</i>	<i>Cisco</i>
• <i>DevOps Engineer Training</i>	<i>Simple Learn</i>
• <i>Linux Administrator Enterprise</i>	<i>Udemy</i>
• <i>Security Analyst Professional Training</i>	<i>Google</i>
• <i>Cybersecurity Training</i>	<i>CIS College</i>

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, Printers, VPN, Proxy, VOIP
- Microsoft Dynamics 365 CRM Automation, Configuration and Customization