

# 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

### SACSIT.SAL

*Freelance / IT Consultant*

**Dec 2024 – Present**  
**Hazmieh, Beirut**

- Created and managed user accounts, including both admin and standard user roles.
- Edited policies to define user roles and permissions, ensuring structured access control.
- Implemented a proxy server for enhanced security, managing allowed IPs and restricting access to specific services and local servers.
- Set up and maintained development environments to support developers.

### Titan Technologies

*Full Time Job / IT Support*

**Jul 2024 – Present**  
**Badaro, Beirut**

- 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.

### Forward Mena

*Internship / DevOps Engineer*

**Jun 2023 - Sep 2024**  
**Remote**

- Proficient in version control using Git for managing codebases and facilitating collaboration.
- Implemented continuous integration and continuous development (CI/CD) pipelines with Jenkins to automate build, test, and deployment processes.
- Managed infrastructure and ensured consistency using Ansible for configuration management.
- Utilized Docker for containerization, facilitating efficient deployment and scalability of applications.
- Orchestrated containerized applications in a dynamic environment using Kubernetes, enabling automated scaling and management.
- Implemented continuous monitoring strategies with Nagios to ensure high availability and performance of systems and applications.

## Education

**Lebanese International University - Computer Science**

*Bachelor Degree GPA(3.02)*

**Oct 2021 – Jun 2024**

**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, CCTV, Printers, VPN, Proxy, ip Phones

- Microsoft Dynamics 365 CRM Automation, Configuration and Customization