

Louay Serhal

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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
Full Time Job / IT Support Badaro, Beirut

- 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.

SecureALM Aug 2023 – May 2024
Internship-Full Time Job / System Engineer Achrafieh, Beirut

- 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 tunnels 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
Bachelor Degree GPA(3.02)

Certificates

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|---|---------------------|
| • <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
- Microsoft Dynamics 365 CRM Automation, Configuration and Customization