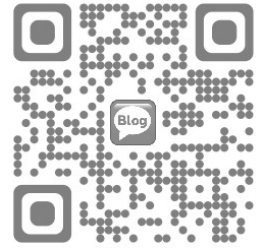


# Mohammad Zeid

Istanbul, Turkey  
+90 501 359 50 04  
+961 81 51 33 45

Mohammad0zeid@gmail.com  
m7md-zeid.com



## Intro & Objectives

IT professional with an MSc in Cyber Security & Digital Forensics and 10+ years of experience in system administration, IT operations, and security. Certified in Cisco CyberOps, CCNA, and CompTIA A+, with AZ-800/801 scheduled and CEH planned for Oct 2025. Seeking a role in system administration, cybersecurity, or IT teaching/training, where I can apply my expertise to strengthen enterprise security and support the next generation of professionals.

## Education and Academic Training

### 2024 | MSc. Cyber Security and Forensics

Arab Open University (AOU), Lebanon

- Graduated with Honors (Excellent merit), **GPA: 3.88**.
- Specialized in information security, digital forensics, and machine learning for cybersecurity applications.
- Conducted advanced research on cyber threats and forensic methodologies, producing practical frameworks for threat detection and response.
- Applied hands-on expertise in network security, threat analysis, and investigative techniques to real-world case studies and lab simulations.

### 2014 | BSc. in Telecommunications and Networks

Lebanese French University(ULF), Lebanon

### 2014 | CCNA Routing and Switching v.5

Cisco Networking Academy at Azm Educational Campus -ADC, Lebanon

### 2015 | CCNA Security

Cisco Networking Academy at Tamkeen Vocational School, Lebanon

### 2015 | MCSA and MCSE

Microsoft IT Academy at Tamkeen Vocational School, Lebanon

References and any other required info are available upon request.

## Experience

### **8/2022 – present | IT Manager**

PARC International School | Istanbul, Turkey

- Lead the school's IT strategy, modernizing infrastructure with a hybrid on-prem/cloud approach.
- Administer servers, managed switches, firewalls, Wi-Fi networks, and surveillance systems across campus.
- Implement and manage Google Workspace (cloud services) for 500+ staff and students, including identity management, email security, and collaboration tools.
- Deploy and maintain Azure AD / Microsoft 365 integrations for authentication, policy management, and secure remote access.
- Configure and support cloud backup solutions and virtualization environments, ensuring disaster recovery and data protection compliance (GDPR).
- Conduct cybersecurity audits, vulnerability scans, and patch management with enterprise tools, improving risk posture.
- Manage IT budgets, vendor relations, and technology procurement for both on-prem and SaaS/cloud solutions.
- Provide hands-on support and training to staff, while supervising IT technicians and coordinating daily operations.
- Drive IT projects such as infrastructure upgrades, cloud migrations, and system integrations to support digital transformation.

### **8/2017 – 8/2021 | System and Network Administrator & ICT Teacher**

Al Huda Private School | Muscat, Oman

- Teaching ICT subject (Oxford and Cambridge curriculums) to students.
- Planning lessons and activities that facilitate students' acquisition of basic and advanced computer skills.
- Instructing in a manner that develops students' confidence in their abilities.
- Prepare exciting IT projects to keep students excited and to apply the gained knowledge.
- Observing and managing classroom dynamics.
- Leading the technology club, teaching students extracurricular subjects like computer maintenance, game development, and Arduino robotics.
- Invigilating and grading projects, quizzes, and examinations.
- Tracking and communicating students' advancement throughout the course.
- Maintaining the computer lab.
- Attending parent-teacher and faculty conferences
- Leading IT/technology workshops and events in the school

- Installing equipment on-site, testing system for functionality with all necessary software applications.
- Assembling and configuring network components including routers, switches (hp procure), firewall (fortigate), access points (fortigate),.
- Designing network, setting up and maintaining network operations.
- Maintaining network monitoring system to insure efficient use and prevent misuse
- Maintaining school's VoIP telephones and telephone systems.
- Resolving all reported tickets.
- Provides network technical support for the employees, teachers, and students.
- Training school's personnel on using computers, programs, systems...
- Monitoring employees, teachers, and students laptops.
- Writing and updating technical documentation, instructions and tutorials.
- Maintaining the UPS system.
- Cables installation and troubleshooting when required.

#### **12/2015 – 8/2017 | IT Instructor**

L.E.D. Training Center | Tripoli, Lebanon

- Tutoring secondary students on Computer Science topics.
- Tutoring College students on ICT topics.
- Training for certification exams like A+, Network+...

#### **4/2015 – 7/2017| IT Administrator**

Abdul Rahman Hallab & Sons | Tripoli, Lebanon

- Provided end-to-end IT support via phone, email, and remote tools for staff and clients across multiple sites.
- Installed, configured, and troubleshot computer systems, printers, scanners, POS systems, and catering/retail software.
- Administered LAN/WAN networks, VPNs, and Windows Server infrastructure (AD, DNS, DHCP, Hyper-V, WSUS).
- Managed Active Directory (user accounts, security, NTFS permissions) and rolled out network upgrades including VLANs, DHCP, and ACL rules on Cisco switches.
- Installed and configured WLAN access points (D-Link, Ubiquiti UniFi) and point-to-point links (Ubiquiti Rocket Dish); labeled and terminated cabling.
- Managed IP PBX systems (Asterisk/FreePBX), CCTV/NVR/DVR security systems, and enterprise endpoint security (Sophos).
- Monitored networks using Spiceworks and SolarWinds, maintained IT inventory, and performed daily tape backups via MS DPM.
- Delivered hands-on support for all IT operations, ensuring system uptime and reliability while training staff on proper use of technology.

### **5/2014 – 8/2017 | Owner**

X-bits (personal project) | Tripoli, Lebanon

- Provided IT support and consultancy for small businesses and NGOs, handling troubleshooting, system maintenance, and IT projects end-to-end.
- Delivered training and tutoring for computer maintenance and certifications such as A+ and Network+.
- Implemented network security solutions including firewalls, web filters, captive portals, and POS systems.
- Built and maintained websites using Joomla! and WordPress; managed Linux-based servers for multiple customers.

### **1/2015 –8/2017 | IT Assistant (Part time)**

CSTE | Tripoli, Lebanon

- Helpdesk remote support for users with daily IT tasks and problems
- Advising on IT related projects
- Giving recommendations on IT equipment purchases
- Following tenders, budgeting and procurement.
- IP PBX management using Elastix(Asterisk).

### **6/2012 –6/2017 | IT Administrator (part time)**

Mansour Assem Design | Tripoli, Lebanon

- Designed, configured, and maintained LAN/WAN networks, including VLANs, Mikrotik routers, switches, WiFi APs, and cabling infrastructure.
- Administered Windows Server 2012 R2 (AD, DHCP, DNS, Hyper-V, Exchange) and ensured high availability for web, database, and file servers.
- Implemented and managed endpoint and network security solutions: Sophos AV, Sophos UTM/firewall, pfSense firewall, ClamAV.
- Provided IT consultancy, helpdesk support, and training for staff; managed IT inventory and procurement using Spiceworks.
- Developed and maintained company websites (WordPress, Ubuntu servers) and managed social media accounts.
- Performed system backups, disaster recovery tasks, and ensured 99.99% uptime for critical services.
- Supported overall IT operations including troubleshooting hardware/software issues, server maintenance, and network monitoring.

### **Skills**

- **Languages:** English (Aptis Advanced C1, IELTS 7.5), Arabic (native)
- **Networking & Security:** LAN/WAN, VLANs, VPN, firewalls (Sophos, pfSense), IP PBX, endpoint security, CCTV/NVR systems, network monitoring (Spiceworks, SolarWinds)
- **Servers & Virtualization:** Windows Server (AD, DHCP, DNS, Hyper-V, WSUS), Linux servers (Ubuntu, Debian), Hyper-V & ESXi virtualization, backups, disaster recovery

References and any other required info are available upon request.

- **Web & Development:** HTML, CSS, PHP, WordPress, Joomla, Photoshop, Apache, MySQL, PHPMyAdmin, SEO, hosting & content management
- **Programming:** C/C++ (intermediate), Python (intermediate), PHP, C# (beginner)
- **IT Practices & Methodologies:** ISO/ITIL best practices, IT operations, cybersecurity concepts
- **Soft Skills:** Team player, problem solver, adaptable under pressure, technical training & mentoring

## Certifications

- Achieved Certifications
  - Cisco CyberOps Associate
  - Cisco CCNA: Security
  - Cisco CCNA Routing and Switching
  - Microsoft Azure Fundamentals AZ-900
  - CompTIA A+
  - IELTS English Test: 7.5
  - Aptis Advanced English C1
- In Progress / Scheduled:
  - Microsoft Windows Server Hybrid Administrator Associate
    - AZ-800: Exam scheduled 31 Aug 2025
    - AZ-801: Exam planned 5 Sep 2025
  - EC-Council CEH (Certified Ethical Hacker) – Planned exam: Oct 2025
- Additional certifications and Training:
  - Coursera: Open Source Software Development, Linux and Git
  - Coursera: Getting Started with Git and GitHub
  - Coursera: Hands-on Introduction to Linux Commands and Shell Scripting

## Personal Information

Full name: Mohammad Kamel Zeid

Gender: Male

Marital Status: Married

Nationality: Palestinian (Lebanese Travel Document)

Birth Date: Feb 19,1991