

PRESIDENT OF TECH EVOLUTIONS - IT DIRECTOR

Profile

Over 12 years of design, development and implementation of organizational information systems, software applications, and IT support, security and infrastructure systems. Very passionate about IT security and have good experience in areas including Security Strategy, Cyber Threat Intelligence and Vulnerability Management, Security Operations, Risk and Compliance.

Core Qualifications

- Able to identify potential online security risks
- Communication and Presentation skills
- Very Organized and able to handle multi tasks
- Cloud Computing, and virtualization strategies
- Extensive knowledge of all common business-related IT functions
- Strong work ethic
- Exceptional problem solving skills
- Able to work in a team environment
- Extremely observant and detail oriented
- Coaching and Leadership
- Information Security

Technical Skills

• Strong understanding of network, servers and Storage Technologies

• Virtual Desktop and Server Virtualization

• Cloud Computing, and virtualization strategies

• Network Security

• Storage Area Networks

• VPN

• Microsoft Exchange

Professional Experience

President of Tech Evolutions - IT Director 10/2014 to Current Ally Miami , FL

• Responsible for the design, development and implementation of organization information systems, software applications, and IT support, security and infrastructure systems.

• Develop various solutions, strategies, and policies based on customer requirements.

• Established internal IT policies, processes and procedures which led to improved efficiency, accountability and improved customer service.

• Conduct risk assessments by identifying critical business processes and client tolerance for outages.

• Identify threats and vulnerabilities that could impact processes and make appropriate recommendations.

• Formulating and implementing the strategic plan that guides the direction of the business.

• Supervises Operations staff including hiring, training, evaluating and disciplining. May guide or provide work direction to technical staff.

• Creating, communicating, and implementing the organization's vision, mission, and overall direction.

• Responsible for directing and managing IT plans, schedules, policies and programs for Tech Evolution's data processing, network communications, business operations, computer services and management information systems, according to established goals and objectives set forth by the parent company, The Evolution's Group.

Network Administrator / IT Director Current Best Buy Tacoma , WA

• Supported LAN with 250+ users (Different Organizations like Italian Culture Center, Italian Embassy, Danish refugee council and others).

• Repaired, upgraded and installed new components and software on PCs and Macintosh computers.

• Selected and implemented a network topology to connect class rooms for the Italian Culture center

Senior System administrator & Security Specialist 04/2014 to 10/2014 Frankenstein Computers Austin , TX

• Manages the day-to-day operations of the by monitoring system performance, configuration, maintenance and repair. Ensures that records of system downtime and equipment inventory are properly maintained. Applies revisions to host system firmware and software. Works with vendors to assist support activities.

• Develops new system and application implementation plans, custom scripts and testing procedures to ensure operational reliability. Trains technical staff in how to use new software and hardware developed and/or acquired.

• Performs troubleshooting as required. As such, leads problem-solving efforts often involving outside vendors and other support personnel and/or organizations.

• Implement and manage a new SIEM system, prepare end of the month security threats reports and system patches report.

• Develops procedures to maintain security and protect systems from unauthorized use, acts of nature and user abuse.

• Determined appropriate standards to increase security posture for the organization.

• Utilized industry standards, regulatory standards and best practices as a guide when implementing programs, procedures and processes.

• Implement and manage a new SIEM system, prepare end of the month security threats reports and system patches report.

• Review security advisories and critical notices and plan projects (if necessary) for corrective action to reduce or eliminate risk.

Senior Desktop Engineer 04/2013 to 05/2014 Saint Francis Hospital & Health Care City , STATE

I was part of a team that provided second level IT technical support to the Saint Francis Health System, which includes two hospitals, and around 20 clinics and medical office buildings.

Primary duties :

• Setting up and installing new desktops, laptops and printers, maintaining existing equipment, moving equipment when needed, and troubleshooting hardware or software issues that comes up.

• Supervised and performed installation of new IT network equipment and system software.

• Planned and executed routine repairs and system upgrades.

• Updated management on a regular basis through reports and presentations and via email,.

Advanced Repair Agent 09/2012 to 05/2014 Geek Squad City , STATE

• Replacement of non-functional hardware components and diagnostic for proper functionality, OS re-installation and proper setup, Software installation, virus removal, troubleshooting computers network connection and proper setup for optimal connectivity.

• Data retrieval from non-functional Internal or External HDD's, flash drives.

Computer Support Specialist 11/2011 to 09/2012 Computer World City , STATE

• Provide Technical Support for more than 300 users, different clients and companies ensure proper Maintenance of workstations, printers, and peripherals.

• Respond to user service requests and expediently resolve trouble tickets to Maximize system uptime.

• Deploy new workstations and printers, installing operating systems, applications, and drivers, and Configuring network properties and hardware.

• Support disaster recovery plans, performing regular backups and creating ghost Images of workstations prior to upgrades.

Projects & Accomplishments

• Data Center: Â

I created all the infrastructure for our Data Center in Dallas, TX and moved a number of our clients server's to our facility for hosting.

Configured all the firewalls/connections through layer 2

â€¢ Design and project management: Â

IT design and implementation for over 25 surgery centers and clinics nationwide including (Network infrastructure, Server's, Firewall, Backups, and security) Â

Education

Master of Science : Master of Science in Cybersecurity 2016 University of Maryland University College City , State , USA

Bachelor of Science : Computer Engineering 2010 Damascus University City , Syria

Certifications

â€¢ Microsoft Certified System Engineer (MSCE)

â€¢ Microsoft Certified Professional (MCP)

â€¢ Microsoft Certified System Administrator (MCSA)

â€¢ Microsoft Certified Technology Specialist and Accelerating (ISA) â€¢ Â

â€¢ server's configurations (MCTS)

â€¢ Microsoft Certified Technology Specialist Microsoft Windows Vista Configurations

â€¢ HIPAA Security Certified

â€¢ Microsoft Certified Technology Specialist

â€¢ CompTIA A+

â€¢ CompTIA Network+