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ABOUT ME

A results-driven **IT professional** with solid, hands-on experience in:

- Network administration
- Technical support
- · System infrastructure

SEST Core Expertise:

- Managing and configuring MikroTik, UniFi, and pfSense network environments
- Proficient in virtualization platforms, especially Proxmox and Windows Server domains
- Skilled in troubleshooting complex issues, securing networks, and maintaining high availability systems
- Building **reliable**, **secure**, and **scalable** IT solutions tailored to business needs

Web Development Skills:

- Backend development using Laravel
- Practical experience in designing **RESTful APIs**, implementing **authentication systems**, and handling **system integration**
- Fortfolio: Visit My Website
- LinkedIn: Connect on LinkedIn

WORK EXPERIENCE

2023 - 2024 Damascus, Syria

IT SUPPORT & NETWORK ADMINISTRATOR JESUIT REFUGEE SERVICE (JRS)

BE Network Infrastructure Management

- Managed **MikroTik** routers and switches to ensure stable, high-performance network connectivity.
- Installed, configured, and maintained **UniFi access points** to provide optimal wireless coverage and troubleshooting.

Firewall & Security Administration

• Configured and maintained the **pfSense firewall**, applying advanced security policies, traffic filtering, and **VPN** configurations to protect the network environment.

Server Virtualization & Domain Management

- Administered the **Proxmox** virtualization platform, deploying and maintaining virtual machines with a focus on performance and availability.
- Managed Windows Server domain controller: Active Directory, user account provisioning, and Group Policy management.

BE Data Storage & Backup Solutions

• Maintained **QNAP NAS** and **WD My Cloud** systems to ensure data redundancy, secure backups, and efficient storage.

Surveillance Systems

• Administered the **Duha IP camera system**, ensuring continuous monitoring and reliable video recording and storage.

Ⅲ System Deployment & Imaging

 Utilized FOG Server to deploy Windows OS images via PXE boot, streamlining workstation setup and maintenance.

Hardware & Software Maintenance

• Performed regular hardware and software maintenance, upgrades, and diagnostics to ensure system reliability and longevity.

Technical Support & Troubleshooting

• Delivered daily technical support, resolving hardware, software, and network issues while minimizing downtime.

BES Documentation & Reporting

• Created and maintained comprehensive documentation of configurations, updates, and troubleshooting procedures to support system continuity and knowledge transfer.

LARAVEL BACKEND DEVELOPER FREELANCE

□ Laravel E-Commerce Platform

A full-featured e-commerce application with RESTful APIs and role-based access control.

- Built secure multi-role architecture with JWT/Sanctum authentication.
- Implemented a shopping cart system using Laravel Shoppingcart.
- Integrated third-party payments (Stripe, PayPal) with queue-based email notifications.
- Developed advanced admin panel for product, user, and order management.
- Utilized Algolia with Laravel Scout for real-time, typo-tolerant search.

Laravel API System

backend-focused training project for mastering API development and Laravel Sanctum.

- Developed full authentication flows: email/phone login, OTP verification, password recovery.
- Built role-based product management system with CRUD features via Postman.
- Applied middleware to control access and enforce email verification.

EDUCATION AND TRAINING

2017 - 2022 Damascus, Syria

BACHELOR OF INFORMATION SYSTEMS ENGINEERING Syrian Virtual University

LANGUAGE SKILLS

Mother tongue(s): **ARABIC**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production Spoken interaction		
ENGLISH	C2	C1	C1	C1	C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

PROJECTS

Laravel E-Commerce Platform with RBAC, RESTful APIs & Advanced Features

Built a full-featured e-commerce web application using Laravel 9, combining a responsive web interface with secure RESTful APIs. Key features include:

- Role-Based Access Control (RBAC) using Spatie
- JWT & Sanctum authentication
- Cart & Checkout system with Stripe and PayPal
- · Live product search with Algolia
- Event-driven coupon logic
- · Admin dashboards, order management, and job queues
- Project Report
- **Screenshots**
- Source Code on GitHub

SYRtour3 Multi-Guard, Multi-Language Tourism Web Platform (Laravel 10)

Developed a multilingual web application using Laravel 10, designed with clean architecture and design pattern principles. The system supports multi-guard authentication for admins, facility owners, and tourists. Core features include:

- Real-time form validation and submission (Livewire & AIAX)
- Complex database relationships and form wizards
- Real-time search and dynamic filtering
- RESTful API endpoints for registration, login, and full CRUD operations
- · Scalable and maintainable backend structure
- Project Report & Screenshots
- Source Code on GitHub

VOLUNTEERING

2014 – 2017 hama

Syrian Society for Social Development (SSSD) Community Center Management

IIII Community Center Management

- Oversaw daily operations and team coordination
- Maintained a safe, inclusive, and supportive environment

Child Support Initiatives

- Developed activities for vulnerable children
- Provided educational and psychosocial support

& Support for Individuals with Disabilities

- Promoted inclusion through local partnerships
- Supported accessibility and dignity-based services

Sommunity-Based Programs

- Implemented initiatives for marginalized groups
- Fostered community empowerment and resilience

Resource Planning & Allocation

- Managed aid distribution for vulnerable populations
- Ensured efficient use of resources to maximize impact