



# mohannad karout

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## ABOUT ME

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

- **Network administration**
- **Technical support**
- **System infrastructure**

### 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**

 **Portfolio:** [Visit My Website](#)

 **LinkedIn:** [Connect on LinkedIn](#)

## WORK EXPERIENCE

2023 – 2024 Damascus , Syria

### IT SUPPORT & NETWORK ADMINISTRATOR JESUIT REFUGEE SERVICE (JRS)

#### 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.

#### 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.

#### 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.

#### Documentation & Reporting

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

**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.

**SYR.tour3 – Multilingual Tourism Portal**

An in-progress multilingual website using Laravel 10 with design patterns.

- Architected a multi-auth system (admin, user, owner) using Laravel guards.
- Enabled multilingual support on both UI and DB level.
- Integrated Livewire & AJAX for interactive UI features like form wizards and real-time search.
- Applied advanced Eloquent relationships and reusable design patterns.

**Beekeepers Portal**

Community-driven platform for beekeepers, customers, and sellers using Laravel 7.

- Implemented role management with Spatie Permissions (seller, beekeeper, customer).
- Developed custom middleware to control user status before granting access.
- Used Events, Listeners, and Notifications for internal alerting system.
- Built full admin dashboard for managing site content and users.

**SYR.Tour (Legacy)**

Introductory project using native PHP, HTML, CSS, JavaScript, and jQuery.

- Served as foundational training in web development and HTTP request methods.
- Strengthened understanding of server-client communication without a framework.

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**EDUCATION AND TRAINING**

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2017 – 2022 Damascus , Syria

**BACHELOR OF INFORMATION SYSTEMS ENGINEERING** Syrian Virtual University

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**LANGUAGE SKILLS**

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Mother tongue(s): **ARABIC**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	C2	C1	C1	C1	C2

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

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**PROJECTS**

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

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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)

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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 & AJAX)
- 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](#)

## Beekeepers

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A Laravel-based platform with multi-guard authentication supporting four distinct user roles.

- Implemented role-based access control to ensure secure, permission-based operations.
- Designed complex, advanced Eloquent relationships to handle real-world data structures efficiently.
- Integrated real-time notifications using Laravel Events and Listeners for better system feedback.
- Developed secure CRUD operations for full resource control by authorized users.
- Built a comprehensive admin dashboard for managing users, content, and overall platform settings.

 [View Report on Google Drive](#)

 [Beekeepers Repository](#)

## SYR.tour

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A tourism website built with pure PHP where users can explore tourist places across Syrian cities, and owners can publish their own facilities.

- Developed using PHP, HTML, CSS, JavaScript, and jQuery.
- Focused on learning web basics and HTTP communication without a framework.
- Included user and owner roles with basic dashboard functionality.

 [Project Report \(with screenshots\)](#)

 [GitHub Code](#)

## VOLUNTEERING

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2014 – 2017 hama

### Syrian Society for Social Development (SSSD) Community Center Management


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 Community Center Management

- Managed daily operations, optimizing resources and staff to deliver effective programs.
- Ensured a safe and supportive environment for the community.

 Child Support Initiatives

- Designed programs to support vulnerable children.
- Provided educational and recreational activities for children's well-being.

 Support for Individuals with Disabilities

- Worked with local agencies to promote social inclusion for individuals with disabilities.
- Focused on improving accessibility and quality of life.

 Community-Based Program Implementation

- Planned and executed community programs for marginalized groups.
- Promoted sustainable development to empower the community.

 Resource Allocation & Planning

- Coordinated initiatives to assist vulnerable populations.
- Ensured efficient resource use to maximize program impact