

Rami Shoula

Information technology

Profile

IT Specialist adept in leading large scale technology projects from conception to completion. Experienced in installing, maintaining, and providing support for computer systems and networks.

Employment History

IT Security Specialist at Rago International, Palm Beach

June 2016 — July 2021

- Designed and implemented advanced security processes and procedures.
- Worked to safeguard the integrity of enterprise systems, files and data.
- Provided direct support for systems security related issues.
- Prepared status reports on security matters to develop security risk analysis.
- Interacted with staff and management in the coordination and implementation of results from security audits.
- Worked to improve tools and processes for systems under management.
- Educated others on information security through training and reports.

IT Director at Complex Solutions, Miami

April 2012 — April 2016

- Oversaw day to day management of IT operations and IT engineering practices.
- Communicated with business stakeholders and management on strategic goals and objectives.
- Developed and managed a strategic IT plan that outlined IT initiatives and system updates.
- Continually promoted the improvement of IT operations through measurement of performance against established goals and metrics,

Education

Master of Science in Information Systems, Florida International University, Miami

September 2010 — May 2012

Bachelor of Science in Computer Science, Barry University, Miami

September 2006 — May 2010

Internships

IT Internship at Yoke and Decker, Miami

October 2011 — March 2012

Details

romioshoula@gmail.com

Skills

IT Service Management

Knowledge of the ITIL

Knowledge of Digital
Performance Metrics

Complex Problem Solving

SLI and SLO Monitoring

Resource Planning

Languages

Dutch; Flemish

English
