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| 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 HistoryIT 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, |  |  |  | | --- | --- | |  | EducationMaster 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 |  |  |  | | --- | --- | |  | InternshipsIT Internship at Yoke and Decker, Miami October 2011 — March 2012 | | DetailsSkills  |  |  | | --- | --- | | 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 | | |  |  | |