



Haytham Abo Abdallah

Network Engineer | System Administrator | IT Support Engineer

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I am a highly skilled and versatile IT professional with over 5 years of experience in system administration, network engineering, and IT support.

I have a strong understanding of both Windows and Linux environments, coupled with in-depth knowledge of VoIP technology, routers/switches, firewalls, storage and open-source solution.

SKILLS

- **Windows Server Administrator** (DNS, DHCP, DFS, Active Directory, Hyper-V).
- **Linux/Unix Server Administrator** (CentOS, Kali, Ubuntu, SUSE, Mint, Debian).
- **Firewalls** (Fortinet, PfSense, Dray Tek).
- **Network Security** (Firewall Configuration, VPN Technologies IPsec, SSL).
- **XDR, SIEM TOOL and EDR** (Wazuh, Malwarebytes Threat Down).
- **VoIP Technologies** (FreePBX, SIP).
- **Virtualization** (VMware, Hyper-V, VBox, VMware ESXI, Proxmox VE, Citrix).
- **Routing and Switching** (Cisco CCNA, Cisco CCNP).
- **Network Protocols** (TCP/IP, UDP, OSPF, EIGRP, LAN, WAN, WLAN).
- **Network Monitoring** (Zabbix, Wireshark, SNMP, Tcpdump).
- **Network infrastructure** (Cisco, Linksys, NetGear, HPE Servers, QNAP Nas, AP).
- **Network Documentation** (Network Diagrams (Visio), Network Configuration Files).
- **Hardware Knowledge** (Server Hardware Configuration, RAID Configuration).
- **ERP** system implementation & administration.
- **Containers and Automating Technology** (Kubernetes, Docker, ANSIBLE).
- **Backup and Recovery** (ProxmoxBS, Veeam, QNAP, Disaster Recovery Planning).
- **Programming Language** (Python, Java, C++, C).

EXPERIENCE

System Administrator

May 2022 - Dec 2023

Drs Nicolas & Asp, Dubai, UAE

- Provided IT support for 5 dental clinics and over 200 individuals, addressing technical issues, and ensuring smooth IT operations.
- Install, configure, and maintain server hardware and software.
- Design, implement, and manage network configurations and protocols.
- Troubleshot operating systems and user applications, enclosing the seamless functionality of IT infrastructure and network hardware.
- Administer user accounts, permissions, and access rights.
- Monitor and audit user activity to ensure compliance with security policies.

Network Engineer

Apr 2021 - Mar 2022

Sama Group Company, Damascus, Syria

- Cooperated with a team of 6 network engineers, collaborating on projects, sharing knowledge, and ensuring the smooth functioning of the network infrastructure.
- Design and implement scalable, reliable, and secure network infrastructure.
- Deploy and configure routers, switches, firewalls, and other network devices.
- Ensure seamless integration of new and existing network components.
- Implement and maintaining security protocols to safeguard the organization's data and networks assets.
- Administered a detailed working log of all required system updates, recording the date of completion for reference and auditing purposes.

Takamol Company

Operation Coordinator, Damascus, Syria

Mar 2020 - Mar 2021

- Collaborated with a team of 8 members, fostering a positive and productive work environment to achieve common goals.
- Coordinate and assist in the planning and execution of IT projects, ensuring timelines and deliverables are met.
- Facilitate communication between IT teams and other departments to ensure a clear understanding of project goals and requirements
- Oversaw the management of POS and card issuance for individuals and stations, including tasks such as adding, deleting, editing, and assigning.
- Tested and verified all new POS devices, ensuring their compatibility and functionality, and managed the recurring updates of software.

IT Support, Damascus, Syria

Feb 2019 - Feb 2020

- Provided L1 & L2 level technical support for end users, addressing hardware and software issues related to desktops, laptops, scanners, and handheld devices.
- Maintained written and oral communication support to effectively interact with individuals at various levels and in different situations.
- Conducted troubleshooting, installation, and upgrades of computer system hardware, ensuring optimal performance and user satisfaction.
- Resolved networking issues, including LAN/WAN and wireless connectivity problems, ensuring seamless communication for all users.

EDUCATION

Bachelor of Engineering (B.E.) - Information Technology

2016 - 2021

Major in **Networking and Operating System**, Damascus University, Damascus, Syria

LICENSES & CERTIFICATIONS

Complete Linux Training Course to Get Your Dream IT Job

2024

Udemy

Dive Into Ansible - Beginner to Expert in Ansible – DevOps

2024

Udemy

Docker & Kubernetes: The Practical Guide [2023 Edition]

2023

Udemy

Google Cybersecurity

2023

Google

Fundamentals Cybersecurity

2023

Fortinet

Technical Support and Infrastructure

2021

IECD

System Administration and Networking

2020

UNDP

Languages

Arabic: Native.

English: Intermediate.

Personal Information

Nationality

Syrian

Date Of Birth

15 January 1998

UAE Driving License

Yes

Visa Status

Employment Visa