



# Antwan Hanna *Information Technology Engineer*

Dubai, UAE

antwan.hanna0@gmail.com

+971504362406

03.08.1992

Syrian

Single

linkedin.com/in/antwan-hanna

Employment visa with NOC (valid for 2 years)

## PROFILE

---

I am a highly competent IT professional with a proven track record in IT support, networking and troubleshooting. I have strong technical skills as well as excellent interpersonal skills, enabling me to interact with a wide range of clients. I am eager to be challenged in order to grow and further improve my IT skills. My greatest passion in life is using my technical know-how to benefit other people and organisations.

## EDUCATION

---

### Al Baath University

2017 Graduate

Bachelor of IT Engineering - Networks Engineering Dept

Homs, Syria

- 1- Working knowledge of computer concepts and essential skills necessary for work and communication in today's society.
- 2- In addition to the many practical projects that I have accomplished during my study phase, the most important were protection of networks by using the protection protocols and Windows Server projects.

## COURSES

---

### First Cambridge English

09.2018 - 02.2019

American Language Center

Jounieh, Lebanon

- FCE level 1,2,3.

### CCNA R&S 200-125

02.2014 - 05.2014

Online Course

Homs, Syria

## PROFESSIONAL EXPERIENCE

---

### USEK University

08.2017 - 11.2019

Associate Network Engineer

Jounieh, Lebanon

- Primarily responsible for maintaining and supporting the entire university network infrastructure with senior engineers.
- Resolves network-related problems on a daily basis.
- Provide any technical assistance when needed within University.
- Provide technical assistance, planning while making big changes on network infrastructure or installing new tools.
- Configure, verify, and troubleshoot IPv4 addressing and subnetting.
- Testing network sections regularly.
- Upgrades networks and provides high level of support at all times.
- Troubleshooting and problem solving of structured cabling systems.
- Monitoring activity logs and provide brief on what's going on when ordered.

## RUNET ISP Agency

IT Support (Part Time)

08.2014 – 07.2017

Homs, Syria

- Responding in a timely manner to service issues and requests.
- Repairing and replacing equipment as necessary.
- Providing technical and functional support across the company (this may be in person or over the phone).
- Installing and configuring computer hardware, software, systems, networks, printers and scanners.

## RUNET ISP Agency

IT Sales Executive (part-time)

07.2012 – 07.2014

Homs, Syria

- Arrange business meetings and follow up leads.
- Determining a client's business requirements and whether the products being considered are suitable.
- Decide whether the software or hardware needs adapting to meet the client's needs.
- Ensure quality of service by developing a thorough and detailed knowledge of technical specifications.
- Provide support to customers, offer clear advice and solutions wherever possible.

## TECHNICAL SKILLS

---

- OSI and TCP/IP models ,TCP and UDP protocols.
- Access points , three-tier architectures , Network topologies Star, Mesh, Hybrid.
- Configure, verify, and troubleshoot IPv4 addressing and subnetting.
- Summarization.
- Configuration and troubleshooting of VLANs.
- Trunk ports , DTP, VTP (v1&v2), Native VLAN.
- Configuration of static routing and dynamic routing.
- Configuration of Access Control Lists (ACLs).
- Backup and restore device configuration.

## SKILLS

---

### Networking

Maintenance & Administration

### Microsoft Office

all versions.

### Computer system maintenance

Windows all versions

### MCSA

Windows Server 2016

### Programming languages

concepts

java, C++, Python

### Linux environment

### Project Management

Management of technical projects

### Network Administration

### Flexibility

### Customer Service

## LANGUAGES

---

Arabic

English

First Cambridge English