

Rama Nidal Alsadi

Senior Network & Security Engineer

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Professional Summary

Senior Network & Security Engineer with extensive experience in enterprise-scale infrastructure operations, L2 escalation, and cybersecurity incident management. Proven success in deploying, monitoring, and optimizing multi-vendor networks across Juniper Mist, Fortinet, and Cisco environments. Strong background in SOC operations, SIEM (IBM QRadar), and SOAR-based threat response. Recognized for strategic problem-solving, network design, and efficient troubleshooting in complex hybrid infrastructures. Passionate about technical training, STEM education, and mentoring future engineers.

Education

Bachelor of Science in Computer Engineering
Hashemite University, Jordan — 2018 – 2022

Professional Experience

Senior Network Engineer | Dalos (Remote)

January 2024 – Present

- Support a separate portfolio of clients using Dalos' own ticketing, monitoring, and reporting portal.
- Act as the Level 2 escalation contact for incidents raised by Dalos' Level 1 teams, coordinating with vendors and on-site IT to restore service quickly.
- Manage firewall firmware upgrades and policy audits while planning changes to ensure minimal downtime for hospitality and corporate customers.
- Collaborate with Dalos to refine the design and usability of their operations portal and integrate it with Juniper Mist for unified device monitoring and simpler workflows for support teams.

Senior Network Engineer | Dzaani (Remote)

May 2023 – Present

- Served as the primary Level 2 escalation point for enterprise network support across Dzaani's managed-services clients.
- Led site integration projects for large clients, including provisioning, onboarding, and monitoring of Juniper Mist APs, Fortinet firewalls, and Juniper EX switches.
- Diagnosed and resolved critical outages, including VLAN misconfigurations, STP loops, AP adoption failures, and DHCP assignment conflicts, and performed root-cause analysis for connectivity degradation and site-wide disconnections in multi-vendor environments.
- Designed secure segmentation frameworks (VLANs, ACLs, trunk configurations) to optimize traffic flow and reduce broadcast storms.
- Implemented real-time monitoring dashboards on Mist Cloud and FortiManager to improve visibility and reduce MTTR.

Technical Instructor | Eureka Tech Academy (Jordan)

Apr 2022 – May 2025

- Taught Robotics (EV3), Electrical Engineering, C++, Python, Arduino, IoT, and Renewable Energy.
- Mentored students on STEM innovation projects emphasizing creativity, design thinking, and applied problem-solving.
- Trained and led students for international robotics competitions, including the Sumo Robot Challenge.

Information Security Analyst | Security Management Technology (Jordan)

Feb 2022 – May 2023

- Investigated and triaged security incidents using IBM QRadar SIEM and SOAR platforms.
- Performed log analysis and network flow monitoring to identify malicious activity and insider threats.
- Developed custom QRadar correlation rules to detect anomalies and enhance SOC alert accuracy.
- Collaborated with cross-functional teams to improve incident response and threat intelligence integration.

Key Network Projects & Achievements

- Juniper Mist Multi-Site Deployment: Led configuration and adoption of APs across multiple branch sites, implementing SSID segmentation for POS, Guest, and Corporate VLANs.
- Fortinet Firewall Migration: Migrated legacy firewall rulesets to FortiGate clusters with zero downtime and full HA synchronization.
- STP Optimization Project: Eliminated recurring network loops by redesigning spanning-tree root priorities and reconfiguring uplink redundancy across Juniper EX switches.
- Management Rollout: Established out-of-band management for remote troubleshooting, reducing site dispatches by 35%.
- Wireless Stability Improvement: Tuned Mist RF profiles and AP power settings to stabilize coverage and improve roaming across enterprise environments.
- Security Incident Containment: Identified and mitigated a lateral-movement attempt via abnormal internal DNS traffic using QRadar analytics.
- Monitoring Enhancement: Deployed proactive alerting and automation scripts integrated with Mist APIs to detect offline devices instantly.

Certifications

- Cisco Certified Network Associate (CCNA)
- Certified Ethical Hacker (CEH) v12
- Fortinet Network Security Expert (NSE) 1 & 2
- Currently pursuing Cisco Certified Network Professional (CCNP)

Technical Skills

- Networking: Juniper Mist, Fortinet, VLANs, STP, DHCP, VPN, Routing & Switching, Network Design
- Cybersecurity: SOC Operations, IBM QRadar, SOAR, SIEM, Threat Detection
- Programming: Python, C++, Arduino
- Operating Systems: Windows, Linux
- Monitoring Tools: Mist Dashboard, FortiManager, Zabbix, SolarWinds
- Productivity Tools: Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)

Languages

- Arabic: Excellent (Speaking, Reading, Writing)
- English: Excellent (Reading, Writing), Very Good (Speaking)

Professional Competencies

- Analytical Thinking & Problem Solving
- Leadership & Cross-Team Communication
- Project Supervision & Multitasking
- Technical Documentation & Reporting

Community Engagement

Volunteered as an Assistant to the President of the Computer Engineering Department, Hashemite University — organizing student events, mentoring peers, and supporting departmental initiatives.