



# Rama Nidal Alsadi


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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.