

# Abdullah Adel Ahmed Al-Hajjana



## PERSONAL DETAILS

Nationality: Yemen

Date of Birth: 10/11/1988

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## SUMMARY

IT Systems & Network professional, bringing enthusiasm, determination and stupendous work ethics. Experienced in administrating & supporting technical areas of network infrastructures for multi-user and remote environments for internal and external customers as well as providing dedicated trainings of the technical requirements and skills.

## QUALIFICATIONS

- 2013 BSc (Hons) in Computer Science with specialism in Computer Systems & Network Security - Asia Pacific University (APU - Malaysia) partner of Staffordshire University (United Kingdom)
- 2007 Business Administration Diploma – New Horizon Institute (Kuwait)

## EXTRA COURSES

- 2015 Cisco Certified (ITE – CCNA)
- 2014 ITP TOEFL
- 2008 Approved performer of NLP – Skills Center & American Board of NLP

## WORKING EXPERIENCE

**(December 2015 – February 2017)**

International Modern Arabic School (IMAS) – Malaysia, as a **Network Administrator**. Responsibilities includes:

- Supervising all the phases of a medium network project at (IMAS), since the beginning of the work schedule, planning/designing, configuring/implementing solutions, and until the completion of all details and the final handover by the contractor. The network covered three buildings within the school premises and included devices like Cisco switches & routers, Cisco ASA Firewall, Wireless system and APs, Pfsense, etc...
- Managing and configuring multiple features and technologies such as server load-balancing, failover, multi-WANs, active portal, DHCP Server and relay, DNS, IP protocols & routing, DansGuarian, NAT, VPN, etc... As well as monitoring and reporting the traffic and statistics of the network.
- Setting up tools to monitor & maintain network performance including availability, utilization, and latency.
- Upgrading network by conferring with vendors, evaluating and installing enhancements.
- Performing Backup & Recovery of Network tools, resources, data, and devices.
- Designing and conducting training programs for staff on IT related topics.
- Supervising the setup of an E-learning system in addition to the School's website along with the developer.
- Supervising the outsourced teams to complete the tasks requested of them.
- Providing all levels of Network & IT support on a daily basis to all customers, internal (150-200 employees) & External (Parents and guests) with excellent results and feedback.
- Maintenance & support of (3) computer-labs (PCs, printers, projectors, and interactive tools).
- Maintenance & management of the school's domain (Active Directory – Win 2008R2 + 2012R2) and the cloud server and features like Office365, Email exchange server, cloud features and it's availability.
- Training users and promoting security awareness to ensure system's security and to improve server and network efficiency.

- Mitigating threats by gathering information and developing plans to safeguard computer files against accidental or unauthorized modification, destruction, or disclosure and to meet emergency data processing needs.
- Monitoring networks for security breaches.
- Performing risk assessments and executing tests of data processing system to ensure functioning of data processing activities and security measures.
- Documenting computer security and emergency measures policies, procedures, and tests.
- Making decisions and solving problems by analyzing information and evaluating results to choose the best solution.
- Participating in the development of IT department's policies & best practices; internal meetings & discussions; tasks management & performance evaluation.
- Learning multiple technical topics & expanding in the areas of networking, domain control, forensics and digital investigation, security in the business place, performing disaster recovery procedures, and the remote control features and experience.
- Testing different tools & programs where it is fit.

### **(August 2013 – July 2015)**

Al-Arwi for money exchange and transfer – Yemen, as an **IT Technical Support**. Responsibilities includes:

- Managing operating systems, various software and applications background, and troubleshooting professionally.
- Setting up all PCs with OS, Business applications, antivirus and security applications, etc...
- Upgrading & modifying the settings of the PCs & network devices at the workplace.
- Building internal networks for offices:
  - Configuring the settings and requirements.
  - Installation of the network plugs & cables.
  - Stabilizing the routing & connections.
- Providing references, support, and training programs.
- Preparing surveys for measuring the satisfaction level of IT services & related feedback.
- Managing & updating the ticketing support system to ensure the resourcefulness & the highest possible quality of the customer service.
- Administrating the IT support's system & agents of all departments (Total: 21 Agents):
  - Creating new agents & groups.
  - Facilitating the tickets & ensuring its optimum response and resolution.
  - Providing support & tips for the agents.
  - Analysis the status of the tickets, response, resolution, and closure.
  - Acquiring Feedback from the agents & customers.
  - Updating the system according to the required features & input from management.
  - Generating evaluation reports of agents & groups performance.
- PCs & Laptops tasks:
  - Asset count & details.
  - Regular checkups of quality & working order.
  - Installing & configuring the required software & services.
  - Maintenance of both Software & Hardware (Replacement of accessories & spare parts)
  - Documenting & reporting the procedures and statistics of the remarks and incidents.

### **(April 2008 – March 2009)**

ProLinks for Financial Counseling & Human Resources – Kuwait, as an **Administrative Assistant**.

### **(July - October 2007)**

New Horizon Institute – Kuwait, as a **Tele-Marketing Salesman**.

## **TECHNICAL EXPERIENCE & SKILLS**

- Information Systems & Network Security
- Management of IT projects, resources, assets
- Setup environmental controls & systems
- IT Systems & Networks trainings/workshops
- Working knowledge of: Linux platforms, web/database/ftp servers, MySQL, MS SQL, SQL queries, etc...
- Administrating Organizations Network Systems
- Incident response and professional troubleshooting
- Setup LAN/WAN, Firewall, VPN, IP protocols, etc...
- Server and data centers management & control

## **INTERPERSONAL SKILLS**

- Adaptable & resourceful
- Quality customer service experience
- Excellent communication skills
- Self-motivated & results-oriented
- Works well under pressure
- Productive team player
- Quick learning & development

## **LANGUAGES**

- Arabic: Native
- English: Fluent (written, read, & spoken)
- Bahasa Melayu: Beginner