

Summary

Experienced Senior System Engineer and Professional Trainer with a demonstrated history of working in the information technology and services industry. Skilled in installing, configuring, backing up, Disaster Recovery and maintaining Systems, Certified Information Technology Professional, Troubleshooting, MCT, and System Center Configuration Manager (SCCM). Strong information technology professional with a MCT, MCITP, MCP, MCSE, MCTS. Skilled in Training Specialist and Professional Development, Specific Subject Areas from Microsoft as well.

Education

Masters in Systems and Network Engineering, October 2003 - June 2008

Antonine University, Beirut – Lebanon

Faculty of Computer, Multimedia, Networking and Telecommunication Engineering

Skills

- **Virtualization:** Hyper-V 2025, 2022, 2019, 2016 and 2012 standalone and Cluster environment; VMware ESXi Versions 6, 6.5, 6.7, 7 and 8 Stand alone and High Availability with DRS and vCenter server for management; Citrix Hypervisor XenServer; Parallels Desktop for Mac; VMWare Workstation and VMware Fusion.
- **Server Hardware:** HPE ProLiant, Dell Poweredge and Lenovo.
- **Backup and Recovery Systems:** Zerto, Veeam, AppAssure, Acronis, Macrium reflect, AOME Backupper.
- **Server Software:** Web server, Active Directory, PHP server, DHCP server, DNS server, Windows server 2008, Windows server 2012, Windows server 2016, Windows server 2019, Windows server 2022, FTP server, Terminal Server, VPN Server. Microsoft Exchange 2010, 2013 and 2016 migrations, installations and maintenance.
- **Database Management:** My SQL, MS Access, MS SQL Server, Oracle (PL-SQL, Forms and Reports, DBA).
- **Computer Management:** MS Active Directory, Group Policy, login scripts, LDAP.
- **OS Platforms:** MacOS Yosemite / El Captain / Sierra / High Sierra / Mojave / Catalina; Windows XP / 7 / 8 / 8.1 / 10; Windows Server 2003 / 2008 / 2012 / 2016, LINUX Fedora / Ubuntu / CentOS / Mandriva; UNIX.
- **System Management:** Microsoft Intune, SCCM, SCOM, Kaseya, nCentral, ConnectWise Automate.
- **Scripting:** PowerShell, Batch Files.
- **SAML/SSO:** Okta, Duo.
- **Storage:** HPE MSA, HPE Nimble, Synology series RS DS and FS, Cisco SAN NSS and WD NAS.
- **Antivirus and Protection Systems:** CrowdStrike, Sophos AV and Sophos Intercept X with EDR, Webroot, Kaspersky, Symantec, Bitdefender, TrendMicro, ESET, Norton and McAfee.
- **Remote Access:** ZTNA, Sophos VPN, SonicWALL VPN, Cisco VPN, Terminal Services, Citrix XenApp and XenDesktop, Citrix Virtual App and Desktop, TeamViewer, Log Me In, Fast Support, Take Control, Parallels Access, Kaseya, nCentral, ConnectWise Automate.

- **Firewall:** MS-ISA, CISCO, SonicWALL, Sophos, Fortinet.
- **Software / Environment:** MS Office, QuickBooks, MS Visual Studio .net 2003 / 2005, MS SQL Server 2000 / 2005, Netbeans, Sun Java Studio, MS Exchange Server 2003, MS FrontPage 2003, Dreamweaver MX, Flash MX and Adobe Photoshop CS, Matlab.
- **Languages:** C#, Java, SQL, XML, Delphi.
- **AutoCAD.**

Proficiencies

- Managing server administration and monitoring responsibilities.
- Upgrading and migrating servers to maintain efficient Systems.
- Backing up and restoring Servers and critical information on premise or in cloud.
- Planning, implementing and configuring Disaster Recovery solutions and sites.
- Advising new infrastructure architecture that increase efficiency and enhance workflow.
- Collaborating clearly and effectively with clients and colleagues.
- Managing Helpdesk tickets and client support tasks.
- Ensuring compliance with current policies, procedures, and regulations.
- Ensuring best practices for approving and applying change management.
- Observing security and monitoring software for tweaking, improvement and upgrades.

Work Experience

Mid-size MSP - Sherman Oaks, CA

Jan 2017-Present

Senior System Engineer: Assigned projects on different OS platforms (Windows and VMWare ESXi)

- Installing and training colleagues and clients on RMM tools and other software.
- Monitoring and troubleshooting existing environments using RMM tools and email notifications.
- Upgrading existing hardware resources.
- Maintaining existing infrastructure.
- Install, design and maintain VMware infrastructure in an HA environment for different clientele.
- Install HPE ProLiant and DELL Poweredge Servers with VMWare ESXi or Windows Server.
- Upgrading Windows Server from 2003 or 2008 or 2012 to 2016 or 2019 or 2022 or 2025 with data and software migration.
- Installing new systems and roles for high availability.
- Applying patches and tweaks for existing systems with schedule maintenance windows.
- Backing up locally and over the cloud with Veeam, Zerto and Acronis Backup solutions.
- Installing and configuring backup replication over WAN using Zerto, Veeam solutions and Acronis.
- Implementing Veeam Monitor and Orchestrator to centralize the backup monitoring.
- Resolving first, second and third level technical support ticket.

- Migrating old physical servers to new VM machines using Hyper-V and VMWare ESXi infrastructure.
- Migrating Virtual machine from Hyper-V to ESXi and vice versa.
- Onsite visit and branch relocation facilitation.
- Antivirus, Patching, inventorying and monitoring management.
- Configuring server's connectivity with SAN solutions (MSA, Nimble, Synology or Qnap).
- Configuring network VLANs and IPs.
- Using remote connection tools for troubleshooting clients and server's OS.
- Maintaining a wide variety of software for several customers.
- Setup Email accounts and archives and forwarding from MS Exchange and Office 365.
- Monitor customers spam filtering and security.

Vocational Company – Jeddah, KSA

Aug 2013-Sept 2016

- **ITS Diploma Instructor:** I've been teaching ITS Associate Diploma courses for 3 trimesters and Diploma courses for the final trimester covering the Hardware and infrastructure components for the Associate Diploma courses and the Windows Server component for the Diploma courses.
- **ITS Coordinator:** I was responsible for coordinating the courses and quizzes with the other instructors in the ITS Diploma Program. I was the Internal Verifier for the Graded Assignments.

Mis-size MSP – Beirut, Lebanon

May 2012-July 2013

System Engineer

- System Engineer with different clients as outsourcing for ALCS where multiple problems were solved from client end to server issues.
- I've been also assigned projects with multiple companies for the below components where I set up a scope of work and implemented it on time with different architecture and infrastructure:
 - Windows server 2008, 2012
 - Exchange Server 2010
 - TMG
 - SQL server 2008 failover cluster
 - Active Directory
 - Symantec Endpoint Protection server
 - Hyper-V
 - Failover cluster with high availability; SCCM 2012, SCVMM 2012

Training Specialist: In addition, I have been a trainer for the DDPS 2011, DDPS 2012 (Desktop Deployment and Planning Services) PVDPS 2012 upgrade to server 2012 for several corporations which covers the ways of:

- How to deploy as a lite touch or zero touch installation
- Configure and implement windows 7, 8, server 2008, 2012 using WDS, MDT, SCCM, Batch and script files;
- how to customize, configure and deploy office 2010 by several methods and means, OCT, Integrated, Network, MDT, and SCCM;

Professional Trainer, I've been teaching people of ages between 16 and 50 years old the Microsoft courses:

- Configuring and Troubleshooting Windows Server 2008 Network Infrastructure, (6420-6421),
- Configuring Identity and Access Solutions with Windows Server 2008 Active Directory, (6424-6426),
- Configuring and Troubleshooting Windows Server 2008 Active Directory Domain Services, (6425),
- Configuring and Troubleshooting Internet Information Services in Windows Server 2008, (6427),
- Configuring and Troubleshooting Windows Server 2008 Terminal Services, (6428),
- Planning and Administering Windows Server 2008 Servers, (6430),
- Designing a Windows Server 2008 Network Infrastructure, (6435),
- Designing a Windows Server 2008 Active Directory Infrastructure and Services, (6436),
- Designing a Windows Server 2008 Applications Platform Infrastructure. (6437),
- Installing and Configuring the Windows Vista Operating System, (5115-5116-5118-5119),
- Configuring and Administering Windows 7, (6292-50322),
- Planning and Managing Windows 7 Desktop Deployments and Environments. (6294);
- Prepare the Oracle 11g database administration, and PL/SQL.

IT Supervisor, I've implemented a new infrastructure for the IT department involving new technologies and new techniques of work. I've changed the infrastructure used in our labs for the windows installation to the best convenient solution comprising

- NAS.
- Scripts.
- Server roles.
- CAT6 cables.
- 1Gb Switches.
- New infrastructure for the course deployment and antivirus software.

I used the deployment of windows 7, with the Lite Touch deployment of the windows XP and Server 2003, and I managed to combine the deployment of 4 OS on the same machines with their repairing scenarios (windows XP, windows server 2003, windows 7 and windows server 2008).

Supervise the IT teamwork that includes the OS installation, Server configuration, and scripts creation for automation, deployment of courses for the labs that involved virtualized environment (Windows Server 2008 Hyper-V, VMware solutions, Microsoft Virtual PC 2007, and Microsoft Virtual Server 2005).

- System and Network Engineer, I managed the following for multiple clients: Hardware, software, Active Directory, Cisco Routers configuration, Cisco Pix configuration, troubleshooting. Software development using VB 2008, and SqlServer 2005. Workshops and conferences attended: Microsoft Windows Server 2008 installation and configuration (5 Days). Cisco Unified Communication "UC500" (3 conferences). Windows server 2008 (2 conferences).

Certifications

- **Zerto Certified Professional Cloud Service Provider**, March 2024 **Zerto Certified Professional Enterprise Engineer**, March 2024 **MCT**, March 2021
 - **Microsoft Certified Solutions Expert: Cloud Platform and Infrastructure Charter Member**, September 2016
 - **MCSE Private Cloud**, February 2013
 - **MCSE Microsoft Server Infrastructure 2012**, November 2012
 - **MCSA Microsoft Windows Server 2012**, November 2012
 - **MCTS Designing and Implementing a Server Infrastructure**, November 2012
 - **MCTS Implementing an Advanced Server Infrastructure**, November 2012
 - **MCTS Microsoft® System Center Configuration Manager 2007 Configuring**, June 2012 **MCTS Microsoft System Center Operations Manager 2007 Configuring**, May 2012 **MCTS Windows Server 2008 R2, Virtualization Administrator**, May 2012
 - **MCTS Windows 7 and Office 2010 Deploying**, April 2012
 - **Microsoft Certified Trainer**, July 2009
 - **Microsoft Certified IT Professional (Enterprise Administrator)**, June 2009
 - **MCTS Windows 7 Configuration**, October 2010
 - **MCTS Windows Server 2008 Applications Infrastructure Configuration**, June 2009 **MCTS Windows Server 2008 Network Infrastructure Configuration**, June 2009 **MCTS Windows Server 2008 Active Directory Configuration**, May 2009
 - **MCTS Microsoft Windows Vista Configuration**, January 2009
 - Please use this URL to check my certificates: “<https://learn.microsoft.com/en-us/users/najiatallah-9033/transcript/v26ljh9ppowe524?tab=credentials-tab>”
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Languages

Fluent in spoken and written English, French and Arabic.