



Mhd Hani Kalla Awad

IT SPECIALIST | SYSTEM ADMINISTRATOR

A seasoned and results-driven System Administrator with over 6 years of hands-on experience in the design, implementation, and maintenance of robust IT infrastructures. Recognized for a strategic and proactive approach to system administration, I bring a wealth of knowledge in optimizing performance, enhancing security, and ensuring the reliability of mission-critical systems. Proficient in managing diverse technologies, I am committed to delivering high-quality solutions that align with organizational objectives.

Contact



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Harasta, Rif Dimashq, Syria



Year of Birth
1995



LinkedIn Profile
[linkedin.com/in/Hkallaawad](https://www.linkedin.com/in/Hkallaawad)

Education

2024 - Current
Masters in Computer Science
Syrian Virtual University | Damascus, Syria

2013 - 2020
Bachelors in Accounting
Damascus Open University | Damascus, Syria

Projects

2022
Sophos Project
Syrian Computer Society (SCS)
The project was presented to graduate from the course Network Professional Administrator NPA.

https://drive.google.com/file/d/1ewl0xB_yYBg-_PnSGzs82Mw1ASqCOU_kY/view?usp=sharing



No Military Service

Experience

Feb 2023 - Current

Dar Al-Alson Language Center | Damascus, Syria

Server Technician | IT Specialist

- Rebuilt the educational institution's network, re-equipped the infrastructure resources, reinstalled Windows Server systems, prepared the firewall and set up the TP-Link Access Point system.
- Monitoring client's computers periodically and updating them.

Jan 2021 - Current

SVU - Syrian Virtual University | Damascus, Syria

Help desk | IT Specialist | System Administrator

Started working as "Help Desk" and got promoted to manage the help desk team as an "IT Specialist" within the university. Then got promoted to "System administrator" with the following responsibilities:

- Following up on network problems and infrastructure equipment in the directorates of the SVU.
- Following up on problems with Windows server systems services (AD, FSRM, Printer sharing, CA, IP Telephone, PRTG, Veeam backup), firewall problems, monitoring systems, and Unifi access point system.
- Providing technical support and solving problems with employee devices, printers, and fingerprints.
- Ensuring that the networks of the SVU were connected to the directorate of monitoring and tele centers as well as solving their problems.
- Developing infrastructure equipment through storage systems (SAN - NAS), servers, switches, IP phones, and camera recording devices (DVR - XVR - NVR) and improving them to ensure better work.
- Equipping the new tele centers with camera systems and devices designated for exam students with their systems and software.
- Providing technical support to tele centers remotely or on-site.
- Troubleshooting camera or network problems for tele centers.

Mar 2023 - Current

Modern Syrian School | Damascus, Syria

IT Teacher

- Teaching Different IT courses to middle and high school students including: Introduction to ICT, Network, ICDL, AI, and Programming.

Mar 2022 - Jan 2024

SVU - Syrian Virtual University | Damascus, Syria

University ICDL Course Trainer

- Taught ICDL to Bachelors students in different majors.

Courses

- **Centos Stream Administration (75H)**
Syrian Computer Society (SCS) |
Damascus, Syria
2023
- **Network Professional Administrator "Job Oriented Course" (NPA) (120H)**
Syrian Computer Society (SCS) |
Damascus, Syria
2022
- **Intermediate Accounting (IA) (120H)**
Ousos Training Center | Damascus, Syria
2021
- **Al-Ameen Business Solutions**
Alameen Soft | Damascus, Syria
2021
- **Practical Accounting Using Accounting Programs (33 H)**
Ousos Training Center | Damascus, Syria
2021

Volunteering

IT & Network Specialist

International Collegiate Programming Contest | Syria & Egypt (Remote)
2022 – Current

<https://icpc.global/ICPCID/1HMBIF2V735F>

IT Specialist

Kids and Adolescents Programming Marathon - KPM | Syria
2022 – Current

Languages

Arabic - Native

English - Advanced

References

Eng. Hamza Al-Wadi

Network Instructor | Syrian Computer Society
IT Instructor | UNDP
Phone: +963 940 439 954

Eng. Mohammad Al-Habbal

IT Manager | Syrian Virtual University
Tele Centers Director | Syrian Virtual University
Phone: +963 944 269 054

May 2017 - Feb 2022

Al-Radwan Center | Damascus, Syria

Technical Support | Repair Specialist | Helpdesk

- Stayed informed about industry trends, new technologies, and best practices in technical support.
- Assisted customers with the installation, configuration, and troubleshooting of hardware and software products.
- Assessed customers to determine the root causes of technical problems.
- Diagnosed hardware, software, and network issues.
- Provided customer assistance through technical support.

Jan 2016 - Apr 2017

Mabco Corporation LTD | Damascus, Syria

Inventory Department Supervisor

- Received goods from suppliers and entered them into warehouse system.
- Conducted a continuous and periodic inventory of goods.
- Distributed branch allocations and their need.
- Conducted reports to clarify the quality of goods and the branches' needs.

Technical Skills

- System Administration (Active Directory - DNS - Certificate authority - VLAN - File Server Resource Manager - Print - IP Phone)
- Routing & Switching: (Cisco - Huawei - Dahua - TPLink - DLink)
- Backup-ER System (Veeam Backup & Replication)
- Hardware Development, Analysis, and Testing
- Firewalls: Mikrotik - PFSense - SOPHOS
- Technical Support and Troubleshooting
- Network Administration WAN/LAN
- Network Configuration and Security
- Monitoring Network (PRTG)
- Virtualization Management
- CCTV (DVR - XVR - NVR)
- Software Installation
- Google Suite
- MS Office
- ICDDL

Operating Systems

- Windows Server | Windows Exchange | Windows Client
- CentOS Linux | Red Hat Linux
- Ubuntu Linux
- Android
- IOS

Database Management

- Microsoft Access
- Oracle Database
- PostgreSQL

Programming Languages

- C++

Soft Skills

- Communication Skills
- Teaching Skills (Online & On-site)
- Attention to Detail
- Problem Solving
- Critical Thinking
- Responsibility
- Teamwork
- Creativity