

# Ahmed Dbwan Abdul-jalail Naji

---

Address: Sana'a – Taiz street

Email: ahmed4dbwan@gmail.com

Phone: 779977447

## Professional Summary

---

Dedicated IT professional with extensive experience in managing and maintaining server and network infrastructures. Proficient in virtualization VMware products and Hyper-v, network security, and technical support. Proven ability to enhance system performance and ensure business continuity through effective infrastructure management and user support. Skilled in automating tasks such as backups and other operational processes.

## Experience

---

### IT Administrator

Lhazat for Telecommunications Services

May 2023 – Present

- Manage servers and network components, ensuring optimal performance and reliability.
- Oversee the platform for distributing telecom balances to companies.
- Monitor and analyze network logs to identify and mitigate potential security threats and performance issues.
- Automate most routine tasks, including backup operations, and ensure the security of backup data.
- Implement and maintain a disaster recovery (DR) site to ensure business continuity.
- Monitor infrastructure servers and network components, including MPLS links and VPN (IPsec) between branches.
- Ensure network security and perform regular system audits to identify and resolve potential issues.
- Conduct regular system audits and performance assessments to identify and resolve issues, and provide recommendations for improving critical systems.
- Lead and manage a team of five technical support staff, overseeing their work and ensuring effective support.

## Cloud Computing Instructor

*Saba'a University, University of Modern Sciences (UMS), University of Iqra*

*August 2023 – Present*

- Created and delivered specialized courses on cloud computing.
- Designed and led hands-on labs covering **AWS, Git, Docker, and Kubernetes**.
- Taught students concepts of virtualization, containerization, and DevOps basics.
- Designed hands-on lab exercises and projects to provide practical experience in deploying and managing cloud-based solutions.
- Led discussions on cloud architecture and best practices.
- Guided students in designing and implementing scalable and cost-effective cloud solutions.

## IT Administrator

Saba'a University

*January 2022 – May 2023*

- Managed and maintained a robust server infrastructure, consisting of both physical and virtual servers (Esxi and Hyper-V).
- Deployed and configured Virtual Desktop Infrastructure (VDI) using VMware Horizon and Ncomputing.
- Oversaw network operations, ensuring seamless connectivity and troubleshooting network issues.
- Designed, implemented, and maintained firewall rules and security policies.
- Developed and executed comprehensive backup strategies.
- Implemented and managed camera networks for surveillance purposes.
- Conducted regular system audits and vulnerability assessments.
- Monitored network logs to detect unusual behavior and potential security breaches.
- Built and maintained disaster recovery sites to ensure data redundancy and business continuity.
- Provided technical support to end-users, troubleshooting hardware and software issues.
- Documented system configurations, network diagrams, and operational procedures.

## Technical Support

Brooj Sana'a International Hospital

June 2021 – October 2022

- Managed and maintained servers, virtualization infrastructure, network, firewall, backup systems, and camera networks.
- Provided technical support to end-users, resolving hardware and software issues efficiently.
- Performed server administration tasks, including installation, configuration, and maintenance of operating systems and applications.
- Implemented virtualization technologies (vSphere ESXI) to optimize server resources and enhance system performance.
- Monitored network infrastructure to ensure optimal performance, identifying and resolving network connectivity and security issues.
- Configured and maintained firewalls, ensuring network security and protection against unauthorized access.
- Conducted regular backups of critical data and performed data recovery operations when necessary.
- Collaborated with cross-functional teams to plan and execute network and infrastructure upgrades.
- Implemented and maintained camera networks for surveillance and security purposes.
- Documented all technical procedures, troubleshooting steps, and network configurations.
- Assisted in the development and implementation of disaster recovery plans.

## Education

---

### Bachelor in Computer Network Engineering

University of Modern Sciences (UMS)

Graduated: 2020-2021

Degree: Excellent

## Technical Skills

---

- **Server Administration:** VMware ESXi, Microsoft Hyper-V
- **Virtualization Technologies:** VMware Horizon, NComputing
- **Network Management:** LAN, WAN, TCP/IP, DNS, DHCP
- **Firewall Configuration:** Fortinet FortiGate
- **Backup Solutions:** Veeam, Acronis, Cloud-based backup services
- **Log Monitoring:** Graylog
- kaspersky Security Center -KSC
- **Performance and Statistics Infrastructure:** Zabbix
- **Camera Networks:** IP cameras, NVR systems, access control
- **Operating Systems:** Windows Server, Linux
- **Programming Languages:** Python.
- **Cloud & Automation:** AWS, basic knowledge of DevOps
- **Infrastructure as Code:** Terraform
- Penetration Testing (basic knowledge with Kali Linux, Nmap, Burp Suite, Metasploit)
- Vulnerability Assessment & Threat Hunting
- Incident Response & Security Forensics (Logs, Graylog, Zabbix, KSC)

## Training and Certifications

---

- CCNA Diploma (2020, 3 months)
- MCSA (Online)
- AWS Certified Solutions Architect (online)
- Backup Infrastructure(online)
- High Availability Infrastructure (Online)
- English Courses (New Horizon Institute)
- Mikrotike (New Horizon Institute)
- Firewall Fortigate (Online)
- Docker and K8S
- vSphere ESXi, VCSA, Horizon VDI

## Languages

---

- English: Fluent
- Arabic: Mother tongue

## Professional References

---

Available upon request.