Jamil Abou Afech

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PROFESSIONAL SUMMARY

Results-driven Computer Engineering graduate and accomplished IT Support Specialist with extensive experience in IT development, hardware maintenance, server management, networking, and KNX Smart Home systems. Proven expertise in diagnosing and resolving complex software and hardware issues while providing top-tier technical support. Skilled in managing network infrastructures, optimizing server environments, and implementing modern IT solutions to enhance system performance and ensure operational efficiency. Adept at delivering value through innovative problem-solving and reliable IT systems management.

CORE QUALIFICATIONS

Soft Skills

- Strong problem-solving and analytical abilities.
- Excellent interpersonal and communication skills.
- Adaptable and resourceful in dynamic IT environments.
- Collaborative team player with leadership capabilities.
- Attention to detail and commitment to quality outcomes.
- Innovative thinker with the ability to implement creative IT solutions.
- Ability to mentor and train team members in IT practices.

Technical Proficiencies

- **Server Management:** Windows Server, VMware, Hyper-V, Veeam Backup & Replication.
- **Network Configuration:** Cisco routers and switches, VLANs, LAN/WAN management.
- **Cloud Services:** Office 365, OVH Cloud, Oracle APEX development, Azure fundamentals.
- **Security Implementation:** Firewall configuration, Active Directory management, and security protocols.
- **Troubleshooting:** Hardware diagnostics, software debugging, and performance optimization.
- **Smart Home Solutions:** KNX Smart Home systems, ETS programming and configuration.

PROFESSIONAL EXPERIENCE

Astrolabe ICT   DEC 2024 - PRESENT
Senior Systems and Network Solutions Engineer Contractor   Ain w Zain, Chouf - Lebanon
Ain Wazein Medical Village Project

Achievements   Part time · Hybrid

- Developed and deployed optimized switch network diagrams to enhance performance and scalability while integrating with server systems.
- Organized and carried out switch and server upgrades, ensuring smooth transitions with minimal downtime.
- Boosted network stability and efficiency by implementing high-performance switches.
- Crafted budget-friendly plans to balance network and server performance improvements.
- Strengthened security protocols with advanced configurations for both switches and servers.
- Prepared detailed documentation for network and server setups to facilitate maintenance and future expansion.

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Astrolabe ICT
Cloud Operations Specialist

Achievements   **Part time · Hybrid**

- Managed and optimized Office 365 Cloud environments and virtual machines (VMs) to ensure high availability and performance across critical systems.
- Led the seamless migration of Office 365 workloads, virtualized environments, and data center operations to OVH Cloud, ensuring zero downtime and data integrity.
- Upgraded hardware to support advanced cloud workloads and improve operational efficiency.
- Streamlined cloud architecture and configurations to enhance scalability, security, and compliance in OVH Cloud.
- Provided end-to-end project management for migrations, collaborating with cross-functional teams to ensure smooth transitions and minimal user impact.

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Astrolabe ICT
Systems and Network Solutions Engineer Contractor
Tanmia Project

SEP 2024 - NOV 2024
Hazmieh, Beirut - Lebanon

Achievements   **Part Time · Hybrid**

- Designed and implemented a detailed switch network diagram optimizing performance and scalability while ensuring seamless integration with VMware environments and Active Directory.
- Planned and executed switch, server, and VMware infrastructure upgrades, ensuring minimal downtime and enhanced system efficiency.
- Developed and implemented robust backup and recovery solutions using Veeam, ensuring data integrity and business continuity.
- Enhanced security and user management by streamlining Active Directory configurations and policies.
- Created comprehensive documentation for network infrastructure, VMware environments, Active Directory, and backup procedures to support maintenance and scalability.

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Daherfoods
Systems Administrator And Network Support

APR 2023 - JUL 2024
Ferzol, Zahle - Lebanon

Achievements   **Full Time · On-Site**

- Manage daily work tickets, prioritizing urgent needs and scheduling projects to resolve tickets within 2 hours.
- Collaborated with staff to resolve network issues and implement fixes.
- Troubleshoot and repair hardware, software, and network research and evaluate new IT technologies and problems.
- Monitor system performance and security.
- Install, configure, and upgrade hardware and software including (Servers, VMs, NVRs, and other Systems).
- Train users in the use of new IT systems and hardware.
- Develop and implement security policies and procedures.
- Research and evaluate new IT technologies.

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Michel Daher Social Foundation (MDSF)
Arduino Training Instructor

JUN 2023 - JUL 2023
Ferzol, Zahle - Lebanon

Achievements   **Part Time · On-Site**

- Planned and executed a twelve-session Arduino training program, focusing on programming fundamentals and hardware integration.
- Developed comprehensive lesson plans to guide participants through practical projects and troubleshooting challenges.
- Cultivated a collaborative learning environment that encouraged experimentation and innovation among participants.
- Received positive feedback for effective instruction and fostering hands-on learning experiences

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Astrolabe ICT   **Nov 2022 - Mar 2023**
Oracle Application Express Developer   **Furn El Chebbak, Beirut - Lebanon**
Achievements   **Full Time · On-Site**

- Develop new applications, support, and enhance existing applications using Oracle.
- Application Express, SQL, PL/SQL, workflows, and other development tools.
- Responsible for designing, developing, testing, and documenting using Oracle Application Express Software to meet users' needs.
- Understand existing design/process of applications and data integrations, troubleshoot issues based on requirements.

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Ethel Chocolate   **JUL 2020 - JUN 2021**
Technical Support and Systems Administrator   **Industrial Zone, Zahle - Lebanon**
Achievements   **Part Time · On-Site**

- Design and optimize IT systems, networks, and databases for improved performance.
- Troubleshoot and resolve hardware, software, and network issues efficiently.
- Monitor system performance and implement security measures to ensure reliability.
- Install, configure, and upgrade hardware and software to meet evolving needs.
- Train users on new IT systems and hardware for better utilization.
- Develop and enforce security policies to protect IT infrastructure.
- Evaluate new IT technologies to improve system capabilities.
- Maintain comprehensive documentation of system configurations and designs.

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EDUCATION & CERTIFICATIONS

Bachelor of Science in Computer Engineering 2018 -2023

Lebanese International University (LIU)

- Computer Engineering Fundamentals.
- Computational Algorithms.
- Microprocessor and Microcontroller.
- Internet of Things Devices.
- Communications & Networking.
- Natural Language Processing.
- MIPS Architecture.
- Software and hardware Engineering.

TECHNICAL SKILLS

Tools:
Cisco Packet Tracer, SolarWinds, Zabbix, Oracle APEX, Veeam Backup, Autocad, LabView, Proteus, ETS6.

Platforms:
VMware, Office 365, Windows Server, Ubuntu.

Programming:
Java, SQL, PHP, MIPS, HTML/CSS/JavaScript

Smart Home Solutions:
KNX Smart Home systems, ETS configuration and programming, KNX Blueprint Design.

LANGUAGES

Arabic
Native or Bilingual Proficiency

English
Full Professional Proficiency

HOBBIES

- Programming personal projects.
- Electronics repair or tinkering.

- Learning about emerging tech trends.
- Home automation projects.