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|  | **Roua** **Senior Network Engineer****E-mail :** roua.385720@2freemail.com  |  |

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| ***PROFESSIONAL SUMMARY*** |

A highly self-motivated, enthusiastic and ambitious Senior Network Engineer with the necessary drive and determination needed to resolve complex networking issues. Having extensive experience in building, managing and troubleshooting IT, Security, VoIP and wireless systems for clients of various sizes and necessities.

Looking to secure a challenging role with a multinational company within IT, Network or Project management sector which will make best use of my existing skills and experience and further my development. I am a dedicated worker aiming to help to achieve company goals and take on more responsibilities as quickly as possible.

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| ***WORK EXPERIENCE*** |

* **Senior Network Engineer**

**Franco Pinto Smart Solutions, Sudan**

**March 2017 – Present**

**Responsibilities:**

* Supervising and leading junior engineers in Network Department and managing all new projects.
* Customer service and technical support tasks either by call, remotely or site visit.
* Communicating and negotiating with users, specialists, other staff and suppliers.
* Wired and Wireless network design, building, configuration & troubleshooting. [Cisco,D-Link, Ubiquiti].
* Network and systems troubleshooting and problems analyzing.
* Working on both Linux and windows operating systems [Servers and Desktop].
* UTMs/ Firewalls installation, configuration and troubleshooting. [D-Link, Sophos XG / SG, Cyberoam].
* IPS/IDS, Proxy, VPNs, Security Mail Gateways, DoS, WAF installation and configuration.
* Penetration tests & Vulnerability assessment.
* VoIP (telephone) Systems installation, configuration and troubleshooting. [D-Link, Sangoma, Cisco].
* Call center system implementation and configuration with all its features.
* Business antivirus installation, configuration and troubleshooting. [Sophos, ESET, Kaspersky].
* **Network Engineer**

**Franco Pinto Smart Solutions, Sudan**

**February 2016 – February 2017**

**Responsibilities:**

* Designing, implementing and administering LAN networks and network connectivity troubleshooting.
* Routers and switches configuration and troubleshooting. [D-Link, Cisco, Netgear].
* Working on IT infrastructure elements like Servers, Database (SQL) and storages [SAN, NAS, DAS].
* Working on virtualization environment.
* Business antivirus installation, configuration and troubleshooting. [ESET, Kaspersky, Sophos].
* **Network Engineer**

**Nile Center for Technology Research, Sudan**

**February 2015 – January 2016**

**Responsibilities:**

* VoIP Systems / Call center installation, configuration and troubleshooting. [Asterisk, FreePBX, Simton].
* Network Administrative and security Tasks/ troubleshooting and problems analyzing.
* Network services (FTP, DNS, Mail, DHCP …etc.) implementation and configuration.

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| ***ACADEMIC QUALIFICATIONS*** |

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| **September 2009 – November 2014** | * **BSc Degree** in Electronics Engineering (Honors) (Communication Engineering).
* Sudan University of Science and Technology (SUST).
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| ***TRAININGS AND COURSES*** |

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|  *Period From – To* | *Training / Course Name* | *Institute / Company* | *Hours No* |
| 2 Sep 2012 – 29 Nov 2012 | Cisco Certified Network Associate **(CCNA)** Course | IT Academy | 72 |
| 28 Jul 2013 – 26 Aug 2013 | Practical and Theoretical Training in Network Department | Zain Sudan | 2244 weeks |
| 27 Aug 2013 – 26 Sep 2013 | Practical and Theoretical Training in Wireless Department | Vision Valley | 252 4 weeks |
| 2 Sep 2015 – 20 Sep 2015  | **Red Hat** Enterprise Linux Essential  | Nile Center for Technology Research | 30 |
| 15 Jan 2017 – 23 Mar 2017 | Cisco Certified Network Professional **(CCNP)** Course | Kiwi Training Center | 120 |
| 28 Sep 2017 – 12 Oct 2017  | **PRINCE2** (Foundation and Practitioner) | Lad Management Consultancy | 35 |
| 21 Jan 2018 – 22 Jan 2018 | **ISO 27001** (Information Scurity Management System ISMS) | Kiwi Training Center | 16 |
| 23 Jan 2018 – 30 Jan 2018 | **CWNA** (Certified Wireless Network Administrator ) Course | ETC Elegant Training Center | 18 |
| 29 Jul 2018 – 13 Aug 2018 | **CEH** (Certified Ethical Hacking) |  Kiwi Training Center | 35 |
| 30 Sep 2018 – 2 Oct 2018 | **Automation Tool** (Ansible) | SdNOG | 24 |

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| ***TECHNICAL SKILLS AND KNOWLEDGE AREAS*** |

* Solid experience in **Customer Service**and **Technical Support** through call centre, remotely or site visit.
* Ability to deal with **Ticketing System** and **CRM Software**.
* Strong ability to design **Network Environment**, establish, troubleshoot, ending up with documentations.
* Hands-on experience of major **Network Devices** (Routers, Switches, Firewalls, IPPBx, Access Points…etc**)**and**Hardware** components(PCs, laptops, printers…etc).
* Proficient in **Windows OS**(7/8/10, MS Office applications, Windows server, Active directory, Exchange Mail Server…etc).
* Proficient in **Linux OS**(Ubuntu, CentOS, red hat enterprise Linux, kali Linux…etc).
* Superior knowledge and hands-on experience in **Security Devices** (Firewalls, UTMs, DoS, WAF, VPNs…etc).
* Good knowledge and practicing in penetration testing and Vulnerability assessment.
* Very strong experience and proficient in **VoIP (telephone) Systems** and related devices (PBx, IP Phones…etc).
* Strong ability to implement **Call Centre Systems** (IVR, call distribution, FoIP …etc).
* Good knowledge and practicing on**Virtualization Technology, Cloud Computing** and **CCTV Systems**.
* Excellent Knowledge and hands-on experience in**Wireless Network Devices** (Access Points, Wireless Controllers…etc).
* Proficient in **IT Infrastructure Elements** like Servers (backup, restore), Database and storages (SAN, NAS, DAS).
* Competent in implementation and configuration of **Network Services**(FTP, Apache, SMTP,HTTP, HTTPS, Samba, DNS, Mail Server on Linux, MS Exchange Server, DHCP, SVN, VNC…etc).
* Excellent knowledge, skills and practicing on **Business Antivirus**.
* Experience of performance measurement, capacity and tuning issues.
* Highly devolved skills in use of relevant **IT Packages** including (Excel, Word, PowerPoint…etc).

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| ***GENERAL SKILLS*** |

* Superior communication and negotiating skills in both Arabic and English.
* Excellent reporting and presentation skills.
* Flexible,responsible, reliable, hardworking and zealous.
* Ability to learn, create and adapt to work environment quickly and work under pressure.
* Able and willing to work flexible hours when necessary.
* Proactive problem solver and analytical thinker.
* Strong understanding of Project Management Methodology.
* Able to work independently or as part of a team.
* Works well with all levels of management.
* Friendly and have strong ability to build excellent relationships with key suppliers and customers.

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| ***PROFESSIONALCERTIFICATES*** |

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| **28 October 2017**PRINCE2 Foundation Certificate in Project Management |  |

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| ***LANGUAGES*** |

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| **Arabic :** | Native speaker |
| **English :** | Fluent  |

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| ***REFERENCES*** |

Will be available upon request.