

Maroun Abou Saab

IT Systems and Network Administrator

📍 1505 App. 004 Rue Brûlotte,
J1E 3Z9 Sherbrooke, Qc, Canada

☎ +1 873 662 8243

✉ maroun.saab@outlook.com

Education and Certifications

**Cisco Certified Network
Professional – CCNP**
November 2008



**Cisco Certified Network Associate
– CCNA**
April 2008



**Bachelor of Science in Computer
Science (Lebanon)**
2005

Objective

To apply my expertise in other respectful companies in order to expand my experience for future and mutual benefit.

Work Experiences

IT Technical Manager

04/2022 - 12/2022

Laceco - Lebanon

- Manage and establish priorities for analysis, design, development and maintenance of entire infrastructure systems inclusive of LANs, WANs, internet, security and wireless implementations.
- Supervise outsourced data center and telecom service provider and lead, direct and utilize knowledge on best practices in area related to infrastructure.
- Supervise help desk group and lead, direct and utilize knowledge on best practices in area related to help desk.
- Negotiate with outsourcers, vendors and contractors for infrastructure-specific products and services secure.
- Perform feasibility studies for different upgrade projects, conversions and improvements.

IT Technical Manager

10/2019 - 03/2022

American University of Technology AUT – Lebanon

- Actively implement, maintain, troubleshoot and document complex network environments.
- Perform analysis, continual improvement and capacity planning of corporate technologies.
- Review environments and execute initiatives to reduce failures, defects and improving overall performance.
- Stay abreast of current technologies and make recommendations based on knowledge and research.
- Plan and implement upgrades, maintenance fixes, and vendor-supplied patches.
- Monitor and test system performance and provide performance statistics and reports.
- Configure IT platforms to ensure their smooth and reliable operation for fulfilling business objectives and processes.
- Knowledge of Data Center infrastructure (Windows, VMWare, networking, SAN, NAS).
- Moderate networking experience with Windows file sharing, NTFS, TCP/IP, and DNS.

IT Technical Manager

12/2017 - 10/2019

DG Jones & Partners (ME) Ltd. – Lebanon

- Responsible for the implementation, maintenance, administration and day to day operations of organization-wide IT infrastructure.
- Support the execution of the technology roadmap, balance the desired architectural and project delivery commitments against operational requirements.
- Document and improve standard operating procedures to reduce risk, improve availability and efficiency.
- Participate in and/or lead the project planning and scheduling of new technology initiatives and the implementation of such initiatives in production.
- Accurately scope multiple concurrent project requirements and manage delivery timelines.
- Ensure IT Infrastructure services required by the organization are optimized, available, maintained and can be recovered within required business timelines.
- Organize and schedule upgrades and maintenance.

IT Systems and Network Administrator**08/2008 - 11/2017***Sakr Group – Lebanon*

- Install, configure, monitor, and troubleshoot Call Managers, Call Managers Express and voice gateways.
- Install, configure, monitor, and troubleshoot Windows Servers.
- Install, configure and monitor Cisco IP phones.
- Configure and troubleshoot telecommunication equipment's, data and voice infrastructure.
- Ability to perform problem isolation within Voice/LAN/WAN Networks.
- Conduct software and hardware evaluations provide technical analysis and implement systems to meet the company's IT goals.
- Under direct supervision, assist in the planning, evaluation of existing network systems.
- Plans and evaluates moderately complex enterprise network systems and makes recommendations for resources required to maintain and/or expand service levels.
- Provide assistance in network planning, security, engineering architecture and the development of technical standards and interface applications.
- Provide resolution for network problems. Analyzes/evaluates existing or proposed systems and develops and devises computer LAN/WAN solutions.
- Prepare charts and diagrams to assist in problem analysis and submits recommendations for solution.
- Prepare detailed network specifications, flowcharts and coordinates the systems installation with the user department, ensuring satisfactory results.
- Install, configure and maintain peripherals and network hardware and software.
- Proactively advise management team on software and hardware needs.
- Maintain O365 and Google Suite e-mail systems, including directory, file permissions and user accounts.

IT Supervisor**10/2006 - 12/2007***Intercontinental Hotels – Lebanon*

- UTP Cat 5, Cat 6.
 - TCP/IP, IPX and Cisco Switches.
 - WIFI.
 - Administrated a network of more than 200 PC's.
 - Cisco IP Telephony (Administration and Support)
-

Skills

- Designing, configuring, and troubleshooting Cisco routers, switches, firewalls, and wireless solutions.
 - Knowledge of protocols such as TCP/IP, VLANs, OSPF, BGP, and SNMP.
 - Network administration and troubleshooting.
 - Network security implementation and virtual private networks (VPNs).
 - Windows Server, Exchange Server, SharePoint and Office 365.
 - Microsoft Active Directory, DNS, DHCP, and Group Policy.
 - Systems administration (Windows).
 - Virtualization technologies (VMware, Hyper-V).
 - Hardware and software support.
 - Microsoft tools (Visio, Word, Excel, PowerPoint)
 - Backup and disaster recovery.
 - Troubleshooting and problem-solving.
 - Project management.
 - Vendor management.
 - Communication and teamwork.
-

Languages

- English (Fluent)
- French (Professional)
- Arabic (Mother Tongue)