MOHAMED FAROUG HASSAN SOLIMAN

L2 Support Engineer | NOC Operator | IT Infrastructure Support
Jeddah, Saudi Arabia | +966 548 239 346 | mohamedfaroughassan@gmail.com
Languages: Arabic (Native), English (Professional)

EXECUTIVE SUMMARY

Operations-focused **L2 Support Engineer / NOC Operator** with **6+ years of experience** supporting **ISP-grade networks, data centers, and enterprise IT infrastructure**. Strong expertise in **24/7 monitoring, L2/L3 troubleshooting, incident response, and escalation management**, consistently maintaining **99.9% service uptime** across multi-site environments. Advanced hands-on experience with **Sophos & FortiGate firewalls, SD-WAN, Cisco routing & switching, Linux and Windows Server administration**. ITIL-aligned professional with a proven track record of resolving high-volume tickets while meeting strict **SLA and KPI targets**.

TECHNICAL SKILLS

NOC & Monitoring
Cacti (Bandwidth & Latency), SNMP, SolarWinds, Log & Alert Analysis, Proactive Monitoring, Root Cause Analysis (RCA)

Networking (L2/L3)
Cisco ASR & Catalyst, VLANs, OSPF, BGP, QoS, TCP/IP, NAT, IPsec & SSL VPN

Security & Firewalls
FortiGate 100F, Sophos XGS 2300, Sophos SD-RED 20, OPNsense, Firewall Policies, DMZ, Traffic Inspection

ITSM & Ticketing
GLPI, osTicket, Incident / Problem / Change Management, SLA & KPI Tracking, Escalation Handling

Systems & Virtualization
Windows Server 2019/2022 (AD, DNS, DHCP, GPO), Rocky Linux, Ubuntu, Proxmox VE (HA Clusters)

Applications & Platforms
Microsoft 365 Administration, SQL Databases, VoIP (Grandstream UCM), Foodics POS & Integrations

PROFESSIONAL EXPERIENCE

NEVELTECH — Riyadh, Saudi Arabia (Remote / Hybrid)

Technical Consultant – Network & Data Center (Lead NOC Engineer)
Oct 2024 – Jan 2026

- Act as **Lead L2/L3 escalation engineer** supporting enterprise and ISP client environments.
- Operate **24/7 NOC monitoring** using **Cacti and SNMP-based tools**, proactively detecting bandwidth degradation, packet loss, and service outages.
- Managed and resolved **450+ incidents and service requests within 6 months** using **GLPI and osTicket**, improving mean time to resolution (MTTR) by **35%**.
- Perform **L3 network troubleshooting** across **Cisco ASR routers, Catalyst switches, and FortiGate 100F firewalls**, ensuring stable WAN, VPN, and internet services.
- Coordinate directly with **ISPs (STC, Mobily, Zain, GO)** for circuit provisioning, escalation, and fault resolution to maintain contractual SLAs.
- Support production workloads hosted on **Proxmox VE (HPE Gen10)** running **Rocky Linux and Windows Server 2022** virtual machines.

Key Achievement: Reduced overall network downtime by **30%** through proactive alert tuning and performance threshold optimization.

TASALI ROASTERY — Jeddah, Saudi Arabia

Senior Network Administrator (L3 Infrastructure Support)
Sep 2021 – Dec 2024

- Led **L3 infrastructure support** for HQ and **25+ branch locations**, ensuring stable connectivity for business-critical systems.
- Designed, implemented, and supported a secure **SD-WAN architecture** using **Sophos XGS 2300 firewalls and SD-RED 20 appliances**.
- Maintained **>99.5% uptime** across retail operations, providing rapid L2/L3 support for **Foodics POS** and third-party delivery integrations (Jahez, HungerStation).
- Administered and secured **340+ Hikvision IP cameras and NVR systems**, ensuring continuous surveillance availability.
- Managed **Microsoft 365 tenant administration**, including user provisioning, security policies, Exchange and Teams issue resolution.

Key Achievement: Enabled rapid branch expansion with **zero SLA breaches** and reduced recurring network incidents by **35%** through structured RCA and preventive actions.

ATBARA CEMENT COMPANY — Sudan

Senior Systems Administrator
Jan 2020 – Sep 2021

- Deployed and supported **Windows Server environments** supporting industrial production systems.
- Managed **Active Directory, DNS, DHCP**, and system access controls for enterprise users.
- Administered **SQL databases**, implementing backup, recovery, and integrity validation procedures.
- Delivered structured technical training and documentation, increasing Tier 1 resolution efficiency by **60%**.

EDUCATION

Bachelor of Computer Science — Nile Valley University, Sudan
2016
Ranked 1st – Best Graduation Project

CERTIFICATIONS

- Google IT Support Professional Certificate
- Cisco Certified Network Associate (CCNA)
- Microsoft Certified Solutions Expert (MCSE)
- Server Infrastructure -Project Management Professional (PMP)
- Hikvision CCTV Certified Professional
- Harvard University – CS50 (Computer Science)

Professional Certificates

PROFESSIONAL ATTRIBUTES

- Calm and effective in 24/7 NOC environments
- Strong escalation and stakeholder communication skills
- SLA- and KPI-driven operational mindset
- High ownership of incidents and service reliability