

MOHAMED FAROUG HASSAN SOLIMAN

Senior Network & IT Infrastructure Engineer | L2/L3 Support | Technical Consultant

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PROFESSIONAL SUMMARY

IT Infrastructure Engineer with 5+ years of hands-on experience designing, deploying, and operating enterprise-scale networks and multi-site environments across Saudi Arabia. Proven track record managing SD-WAN architectures, Proxmox VE virtualization clusters, Sophos/FortiGate firewalls, and 340+ camera CCTV systems. Successfully connected 25+ retail branches to HQ while maintaining 95%+ SLA. CCNA- and MCSE-certified, with strong ISP coordination and NOC operational experience.

TECHNICAL SKILLS

Networking (L2/L3): Cisco ASR 1002-HX, Catalyst Switching, OSPF, BGP, VLANs, QoS, TCP/IP, NAT, WAN/LAN, Routing & Switching, DNS, DHCP

Security & Firewalls: FortiGate 100F, Sophos XGS 2300, SD-RED 20 (SD-WAN), IPsec/SSL VPN, DMZ, OPNsense, VPN Management (AnyConnect, OpenVPN),

Virtualization: Proxmox VE 8.x (HA Clusters), KVM, VirtualBox, VMware, HPE ProLiant Gen9/Gen10

Systems & Operating Systems: Windows Server 2019/2022 (AD, DNS, DHCP, GPO), Rocky Linux, Ubuntu, Windows 10/11, macOS, Cisco iOS, Android, System Hardening

NOC & ITSM: Cacti, SNMP, GLPI, osTicket, SLA/KPI Tracking, Root Cause Analysis, Escalation Management

Security & Compliance: SSL Certificates, Compliance of Cybersecurity Regulatory Framework (CRF) for ICT Sector, Wireshark/Tcpdump, nmap, OSWP

Enterprise Apps: Microsoft 365 Admin, Foodics POS, Grandstream UCM6204 PBX, Odoo ERP, Hikvision CCTV

Scripting & Automation: Python, Bash, Oracle SQL / PL-SQL, PowerShell (basics), Docker (fundamentals), Git

Additional Skills: Backup & Recovery, Containers (Docker), Load balancing, Software Management, Hands-on Demos, Technical Documentation, Sample Repositories, Lab-Based Learning, Developer Experience (DX)

PROFESSIONAL EXPERIENCE

Technical Consultant – Network & Data Center (Lead NOC) | NEVELTECH | Riyadh, Saudi Arabia (Remote/Hybrid) Oct 2024 – Jan 2026 1 yr 3 m

- Resolved 450+ incidents within 6 months via GLPI/osTicket, improving mean time to resolution (MTTR) by 35% through structured triage and escalation workflows.
- Reduced network downtime by 30% by deploying proactive Cacti/SNMP alert thresholds for bandwidth, latency, and packet loss across ISP-grade environments.
- Administered HA Proxmox VE clusters on HPE Gen10 servers hosting Rocky Linux and Windows Server 2022 for production and DMZ workloads — maintaining 99%+ uptime.
- Performed L3 troubleshooting across Cisco ASR routers, Catalyst switches, and FortiGate 100F firewalls; coordinated circuit provisioning with STC, Mobily, Zain, and GO to meet contractual SLAs.
- Led site activation for new customers end-to-end: network deployment, router/switch configuration, ISP onboarding, and service readiness validation.
- Provided 24/7 NOC coverage (day, evening, weekend, on-call), maintaining high-availability standards for enterprise and ISP clients.

IT Operations Manager / Senior Network Administrator | Tasali Roastery | Jeddah, Saudi Arabia

Sep 2021 – Dec 2024 3 yrs 3 m

- Designed and operated a secure SD-WAN fabric connecting 25+ retail branches to HQ using Sophos XGS 2300 firewalls and SD-RED 20 appliances — zero SLA breaches during expansion.
- Reduced recurring network incidents by 35% through structured root cause analysis and preventive maintenance automation, cutting IT operational costs by ~20%.

- Managed a large-scale Hikvision IP CCTV infrastructure (340+ cameras, DS-7616NXI NVRs) with 95%+ availability and MOI regulatory compliance.
- Administered Microsoft 365 tenant (user provisioning, Exchange, Teams, security policies) and maintained Foodics POS integrations with Jahez and HungerStation across all locations.
- Administered Grandstream UCM6204 PBX (SIP/VoIP) and full IT support stack for 25+ branch locations covering networking, printing, endpoint, and application issues.

Senior Systems Administrator | Atbara Cement Company | Sudan *Jan 2020 – Sep 2021 1 yr 8 m*

- Administered Windows Server environments (Active Directory, DNS, DHCP) and SQL databases supporting industrial production systems with high reliability requirements.
- Improved Tier 1 resolution efficiency by 60% through structured technical training and disaster recovery documentation delivered to team members across the organization.
- Managed server installation, configuration, and maintenance including domain, database, web, and application server roles.

Technical Support Engineer | Salah Hard Information Technology | Sudan *Feb 2015 – Jun 2015 4 m*

- Provided end-user IT support resolving network, printer, and hardware issues; implemented preventive maintenance workflows that reduced average support response time.

PROJECTS & TECHNICAL INITIATIVES

CS50 Arabic Education Channel – YouTube / Node.js / OpenCV

- Built and published a facial recognition web app (CS50 final project) using Node.js and OpenCV to detect emotions, age, and gender in real time — awarded CS50 certification by Harvard University.
- Host a YouTube channel translating and uploading CS50 course content in Arabic, supporting regional STEM education growth.

COVID-19 Guides Android App – Ionic 5 / Angular 9 / Angular Material

- Designed, developed, and published a fully functional Android application providing COVID-19 guidance, demonstrating end-to-end mobile development and Play Store deployment.

Containerization & IaC Lab – Docker / Proxmox VE / Git

- Actively containerizing local development and test environments using Docker, applying infrastructure-as-code thinking to transition from legacy networking into modern DevOps practices.

CERTIFICATIONS

CCNA (Cisco Certified Network Associate) • **MCSE** (Microsoft Certified Solutions Expert) • **PMP** (Project Management Professional)

CS50 (Harvard University) • Hikvision CCTV Certified • SQL for Data Analysis • Google Digital Marketing Fundamentals

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EDUCATION

Bachelor of Computer Science – Nile Valley University, Sudan (2012–2016) | *1st Place – Best Graduation Project*

Languages: Arabic (Native) • English (Professional)