

SUMMARY

- Self-starter IT Professional with solid background in workstations, laptops, servers, network, virtualization, cloud, security, data protection, storage, backups, and web hosting solutions.
- 8+ years of experience managing, maintaining, configuring, performance tuning, securing, and troubleshooting IT infrastructure using highly available private, public, and hybrid clouds.
- Systems and virtualization expertise including Win10, Win16 Servers, Debian 9/10, RHEL 6/7, Ubuntu16/18, SLED/S 11/12; hyper-visors such as ProxMox/KVM, VMware/ESXi, and hyper-V.
- Cyber security expertise to protect network devices, workstations, servers, and data. Using latest technology of IDS and IPS Unified Threat Management Gateway and Firewall platforms.
- Solid knowledge of private and public cloud platforms like AWS, Azure, DigitalOcean, Vultr, and OVH Servers/cloud services for setting and managing small, medium, to large infrastructure.
- Team player, quick learner, and capable of working in groups or independently. Possess excellent oral and written communication skills to provide Professional IT customer service.

SKILLS

- **OS:** Win10, Win16 Servers, Debian, Ubuntu, CentOS/RHEL, Suse SLED/S, and MAC OSX.
- **Web:** Web Hosting Solutions. LAMP and LEMP of Apache, Nginx, MySQL, PHP, and Postfix.
- **Mail:** MS Exchange, Postfix, MX records, backup queues, mail filtering and Encryption.
- **Cloud:** AWS, Azure, Google Cloud, DigitalOcean, Vultr, Linode, and OVH HW and Clouds.
- **Panels:** cPanel, WHMCS, ISPConfig, and CMS platforms WordPress, Drupal, and Joomla.
- **Backup:** Acronis, Veritas, Symantic Ghost, Macrium Reflect, Veeam, Clonezilla, EaseUS.
- **Security:** PKI Encryption, IPTables firewall, Email/Data Encryption, and 2FA Authentication.
- **Storage:** SAN iSCSI Volumes / NAS storage NFSv4, SMB, Samba, CIFS, FTP, and GlusterFS.
- **Network:** Cisco Routers, Switches, and Firewalls. Knowledge of DC Ethernet\Fiber cables.
- **ID Management:** Group policy and Windows Active directory of 2003 up to 2016 server.
- **Virtualization:** Hypervisors KVM, Hyper-V, and ESXi. IaaS: ProxMox and vSphere suites.
- **Shell Scripting:** Bash and PowerShell – learning more PowerShell and Python scripting.
- **Configuration Tools:** Ansible, PSSH, and PDSH – learning more Ansible knowledge.

EXPERIENCE

Systems Administrator

Qualcomm - 01/2018 – 05/2020 – Contract Ended

A leader in computer chip and CPU design

Qualcomm - Bldg Q - Sorrento Valley, San Diego, CA

Responsibilities:

- Provide Tier 2/3 support of mixed Win10, Win16 servers GNU/Linux (Debian 9/10, RHEL 6/7/8, SLED/S 11/12, and Ubuntu 16.04/18.04) across Multi-levels of secure enclave Data centers.
- Maintain thousands of Win10, Ubuntu, and Suse machines. Win10 and Ubuntu used by chip Software Developers and Suse SELD11/12 used by chip Hardware Cadence/Mat Lab Engineers.
- Manage thousands of users Virtual Machines using VMware vCenter; tasks such as provision new machines, re-imaging, snapshots, cloning, troubleshooting, and hardware remediation.

- Maintain thousands of Hardware and OS of over 20K HP, Dell, and SuperMicro servers, distributed across San Diego, Virginia, Taxes, and India Qualcomm Data centers and Offices.
- Support several distributed high-security High-Performance Compute (HPC) environments, used by thousands of engineers around the world for chip design and Android development.
- Provide support for thousands of users around the globe using remote solution like NoMachine, Opentext, and ssh X-window for onsite, Lab, and remote Software/Hardware design engineers.
- Perform daily Hardware monitoring and maintenance check across the LSF farm using HP, Dell, and SuperMicro scripting tools to determine all hardware met customers 24/7 business needs.
- Logging daily and weekly communications, activities, and follow up messages / emails with users or vendors when needed using ticketing systems such as Service-Now or Jira platform.
- Maintain internal T2/3 Confluence wiki pages and SharePoint as standard documentation for troubleshooting and implementing technologies across servers and users/customers stations.

Key Achievements:

- Lead engineer for setting and configuring Windows, MAC, and Linux workstations for software and hardware developers. POC for High Performance Compute nodes troubleshooting and hardware remediation. Tier 2/3 documentation and content creator for hardware and OS systems triage and remediation. Proposed infrastructure upgrade [paper study](#) for management based on GPL license to save company millions of dollars on software licensing fee.

IT Field Service Engineer

NSC Global - 06/2014 – 12/2017

A global IT service provider around the world

Red Hook - Brooklyn, NY

Responsibilities:

- Provide weekly and monthly IT maintenance, troubleshooting various technical problems; perform OS administration or hardening for stations and servers of Windows Linux, and Mac.
- Manage system information and security architecture, design, installation, operational planning, and risk remediation activities across mixed Env. of Windows Linux, Linux, and Mac.
- Setup and configure virtualization platforms such as KVM ProxMox, Hyper-V, vSphere ESXi to consolidate and manage virtual and containers machines for either local or public clouds.
- Manage, maintain, and provision Storage Area Network (SAN) volumes or Network Attached Storage (NAS) mounts for either physical or VMs using Linux, MAC, or Windows servers.
- Perform equipment installs and maintenance of Linux, MAC, and Windows operating systems; racked setup servers and workstations, printers, scanners, and external harddrives for backup.
- Configure and manage disaster/recovery and backup solutions such as NetBackup, Acronis, Backup-assist, Altaro, and Veeam on Ext-drives, iSCSI targets, tapes, or cloud storage.
- Setup, maintain, and monitor all customer's devices including routers, firewalls, switches, printers, print servers, file, ftp, and email servers using Spiceworks monitoring platform.
- Utilize multi layers of security to improve customer's network premises such as DOS detector, IPS, IDS, Antivirus, Anti-fishing, Anti-malware, using GNU/Linux Distros security gateways.

Key Achievements:

- Saved small and medium businesses thousands of dollars on licensing fee by using GPL software based solutions like GNU/Linux systems. Systems such as Debian ProxMox suite as drop replacement to VMware vSphere, CentOS GNU/Linux or FreeBSD Security Gateways as

alternative to expensive security appliances, Debian GNU/Linux or FreeBSD Storage NAS/SAN platforms as alternative to expensive storage systems, all using commodity hardware servers.

CCNAHUB, LLC. - 04/2009 – 06/2014

Freelancer / Contractor

Bay Ridge - Brooklyn, NY

IT Field Service Technician

Responsibilities:

- Travel extensively throughout the New York’s 5 boroughs providing security, systems, and network field engineering technical support to either business owners or IT managers.
- Apply security best practices such as Kernel hardening, Whitelist/Blacklist IPTables and IPset rules, IPS, IDS, OS patching, disable certain services, and remove extra OS features.
- Establish disaster recovery test methodology to ensure recovery and restoration of IT resources. Build data resumption on bare metal or virtual platforms based on DR policy.
- Conduct risk assessments across systems, network, and data storage to provide best practices, recommendation, and enhancements to customer services/App infrastructure.
- Draft documentation and technical manuals such as What to do and How to do it pages; best practices for installing, updating, and upgrading systems using either Web or local platforms.

Key Achievements:

Saved small business thousands of Dollars on licensing using GNU/Linux Security Gateways.
Helped businesses consolidating servers into VMs / Containers saving space and resources.
Trained business owners about Internet security to prevent network hacking and data loose

EDUCATION

- Bachelor’s Degree: 2006 - 2009
 - CIS - Warren National University.
- High School: 2003 – 2004
 - Finished my GED in Brooklyn, NY.
- CompTIA: Member since 2006.
 - A+, Network+, Server+, Storage+, and Security+ certified.
- Linux Academy: member since 2012.
 - LPIC-1/2, RHCSA , MSCE, and AWS courses are all completed.

CompTIA Profile: <https://www.youracclaim.com/users/imad-daou/badges>

GNU/Linux Howtos

<https://www.ccnahub.com/category/linux/>

Configuring ssh keys based Authentication

<https://www.ccnahub.com/category/linux/configuring-ssh-key-based-authentication/>

Linux Hardening Rules and IPTables Firewall

<https://www.ccnahub.com/category/linux/linux-hardening-rules-and-iptables-firewall/>

Blacklist and Whitelists using iptables and ipset

<https://www.ccnahub.com/category/linux/blacklist-and-whitelist-using-iptables-and-ipset/>

Paper status: US citizen, willing to work remotely or relocate if needed.

Website: www.imaddaou.com

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