Motaz Malik

Network Engineer (Hons)

Great with words, even better with computers. MS Word, PowerPoint, Excel proficiency Detail oriented and able to work in a group setting as well as individually. Good interpersonal skills. Good at leading and working with team members. Strong analytical and problem-solving skills.

✉ motazmalik29@gmail.com

📍 Fahaheel, Kuwait

in linkedin.com/in/motaz-malik

📱 +965 97338285

📅 29 November, 1996

EDUCATION

Bachelors in IT (Computer Networks)
Segi University Kota Damansara, Malaysia / University of Central Lancashire

02/2018 - 12/2020   *CGPA 2.94*

WORK EXPERIENCE

NOC Engineer
Diyar United Company - STC Kuwait

04/2021 - Present   *Olympia Mall, Salmiya*
Working as Contractors from Diyar in STC's Operations Deptmartment

Achievements/Tasks
- Responsible for Monitoring all application processes and ensure their performance and their schedule.
- Responsible for checking all the servers for any alarms.
- Monitored back up completion of file systems and database backups.
- Performed system and database backups of the various platforms.
- Restored the required files or information from backup tapes.
- Reported and escalated any application processes, hardware, operating system, or database problems or errors that are detected during the monitoring activity.
- Generated availability reports (hourly, daily, weekly and monthly).
- Handled customer's complaints, which related to IT systems.
- Monitoring Tools: OPManager, Huawei Digital View, CMS, Foglight, Veritas Net Backup

Contact: *Amr Syed - +965 99660219*

Technical Support Executive
Green Torque Company Kuwait

10/2020 - 04/2021   *Al Dajeej, Kuwait*
Worked several projects under supervision of Mr. Asif (IT Manager)

Achievements/Tasks
- *Installing and configuring computer hardware (servers/laptops) operating systems and applications including Windows O.S, MS office, Office 365, Active Directory.*
- *VMWare VM installation and setup.*
- *Monitoring and maintaining computer systems like Exchange 2013/2016 and networks including Cisco switches & routers.*
- *Good knowledge about firewalls and VPN, first level support for all network related issues for all Internal & External users.*
- *Manage the regular backups & Restore (Veeam Backup).*
- *Talked to users through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues.*
- *Replace hardware spare parts as required.*
- *Set up new user's accounts and profiles and deal with password issues.*
- *Used monitoring tools like solarwinds, ManageEngine.*
- Email Protection like Barracuda, Proofpoint.

Contact: *Mr.Asif - +965 6069 6900*

SKILLS

Monitoring | NOC | Cisco Packet Tracer | MS Excel | MS Word | MS PP | MS Access | Video Editing | Routers/Switches/Servers | Android Support | Computer Troubleshooting | Computer Hardware | Computer Software | Advanced Networks | Database Systems | System Analysis and Design | Project Management | Networks & System Administration | Firewall | IT Support | IT Technician | Website Development

PERSONAL PROJECTS

C++ Competition (08/2019 - 08/2019)
- Held a C++ competition in the university single handedly managed the setup and post competition ceremony

CERTIFICATES

Veeam Sales Professional & Technical Sales Professional (04/2021)
Veeam Certified

Cybersecurity & Ethical Hacking Workshop (11/2020)
SEGi University Kota Damansara, Malaysia

Certified Sophos Sales Consultant (01/2021)
Sophos Certified

CISCO SMB Product & Positioning Technical Overview (01/2021)
CISCO 700-751 Certified

Fortinet Network Security Expert Level 1&2 (01/2021 - 01/2023)
FORTINET Certified

SEMrush Certifications (4) (01/2021 - 01/2022)
-SEO Fundamentals -SEO Toolkit Exam - SEO Toolkit Exam for Advanced SEMrush Users - Digital Agencies Certifications

Certification of Islamic Summer Camp (06/2010 - 06/2010)
Markaz Dawatul Jaliyat Certificate

LANGUAGES

English
Native or Bilingual Proficiency

Arabic
Limited Working Proficiency

Urdu
Full Professional Proficiency