

## Adel Al-Ghanami

Riyadh, Saudi Arabia | +966 599961224 | eng.i3del@gmail.com

<https://www.linkedin.com/in/adel-al-ghanami-4b936177>

### Network & Internet Services & Connectivity Operations Supervisor`

I Qualified and technically-skilled IT professional with over 9 years' experience in Network & Security Engineering. Distinguished holder of multiple technical certifications (CNSS, CCNA, CCNP, PCNSA, Security+, ITIL - v4 and PMP) with proficiency in system administration, incident/problem determination, and resolution of service incidents and queries within the agreed service levels. Believer in teamwork, with the confidence of handling the task alone as well.

### STC Solution (July 2021-present)

#### Network & Internet Services & Connectivity Operations Supervisor`

#### AamalNet & Solutions by STC Level 3 Support

- Verified that the data network commands were technically feasible.
- Assigned within the facilities / availability of the plant.
- Configured solutions and designed circuits.
- Completed redesigns as needed to meet orders or modify specifications for clients.
- When necessary, used alternate design techniques to reduce the development of held orders.
- Closely collaborated with the Activation Team to provide and activate services
- Proven expertise in configuring, installing and troubleshooting systems and networks, and driving technical projects that increase effectiveness, improve system performance, and boost operational output.
- Strong understanding of network routers, switches and appliances, with skills in evaluating & improving existing systems with new features and performance improvements
- Extensive knowledge of Routing Protocols (BGP, OSPF, IS-IS, L3VPN, L2VPN, IP/MPLS and DIA), Switching Protocols, Firewalls, Security Protocols & Technologies (IPsec, VPN, DMVPN, TLS, SSL, OSPF Authentication & SNMPv3, Firewalls, Load-balancing, SIEM Solutions).
- Effective communication skills with the ability to communicate technical information in a non-technical manner and manage difficult and complex stakeholder relationships at all levels
- Excellent skills in researching and implementing ways that technology and network-based systems can improve operational performance and increase company productivity.
- Capable of adapting to and working on new systems & environments easily.
- Health's STCS project.

#### Core Competencies include...

- |  |   |   |   |
|--|---|---|---|
| <input type="checkbox"/> Data Network      | <input type="checkbox"/> Troubleshooting  | <input type="checkbox"/> Vendor Management      | <input type="checkbox"/> Project Management |
| <input type="checkbox"/> Network Security  | <input type="checkbox"/> Customer Service | <input type="checkbox"/> Stakeholder Engagement | <input type="checkbox"/> Time Management    |
| <input type="checkbox"/> Technical Support | <input type="checkbox"/> Team Leadership  | <input type="checkbox"/> Process Improvement    | <input type="checkbox"/> Quality Control    |

## Professional Experience

### Integrated Telecom Company, Riyadh, Saudi Arabia (Dec 2014 – July 2021)

#### Sr. Network Provisioning Specialist

##### **Responsibilities:**

- Accountable for delivery and support of clients' solutions, enabling smooth running of the technical platforms and tools and consistently ensuring that contracted SLAs are met
- Activate new services like (L3VPN, L2VPN, BBI and BDI) for customers and follow up with customers till they start using services.
- Gain a sound technical and business knowledge of the client solutions, systems, technologies and processes to ensure smooth running and operation of day-to-day service delivery.
- Provision of 1st & 2nd line support, and suggest and implement service and system improvements.
- Diagnose, troubleshoot and resolve customers' technical issues in a professional and courteous manner and follow up with the customer till problem resolution.
- Work with clients and internal teams to manage, own and resolve service delivery issues within agreed SLAs.
- Research client's issues in a timely manner and follow up with them with recommendations and action plans.
- Communicate and keep clients updated on progress through to the successful closure of their incidents.
- Contribute to building a knowledge base utilizing closed support calls and team knowledge to facilitate efficient client service delivery.
- Review customers' projects & service design prepared by the pre-sales team, and prepare the provisioning plan.
- Update the company's database system with all customers' services information.
- Ensure that the company consistently delivers and the client consistently receives excellent service & support.

## Education

- Bachelor's Degree - Information System, Imam Mohammed Bin Saud University, Riyadh, Saudi Arabia (2011)

## Professional Development

- Cisco Certified Specialist Enterprise Advanced infrastructure implementation (CCNP)
- Cisco Certified Specialist Enterprise Core
- Cisco Certified Network Associate Routing and Switching (CCNA)
- Certified Network Security Specialist (CNSS)
- Palo Alto Network
- Security +
- Juniper Network Certified Associate-junos (JNCIA-Junos)
- Professional Management Project (PMP)
- ITIL- v4 Foundation Certificate

## Personal Details

- Nationality: Saudi
- Marital Status: Married
- Languages: English and Arabic