



MOHAMED FIRNAS HAMEED LEBBE

CONTACT

Kandy, Srilanka
(+971) 543293588
livefiro@gmail.com
www.linkedin.com/in/itfiras

EDUCATION

International Diploma in
Information Technology
University of Cambridge,
2002 - 2003

CERTIFICATIONS

CCNA
MCSE
MCSA
MCP
RHCE

PROJECTS

- Prolink PVT LTD Qatar
Data Center [2 Month].
- Tanween W.L.L Qatar
Connect Data centers with fiber
[2 week]
- Tanween W.L.L Qatar
Rack server/Nas storage
[2 week]
- UDT Trust Srilanka
Networking/Data
Center/Voice/CCTV
[2 month]
- Quick Pack PVT Ltd Srilanka
Networking/Voice/SQL Server
[1week]

Profile

I am a highly skilled and experienced IT Infrastructure Technician with a Proven track record of maintaining and optimizing complex IT systems to ensure seamless operations. With [18 years] in the field, I possess in-depth knowledge of hardware, software, and network components, making me a reliable resource for resolving technical issues and improving infrastructure performance.

EXPERIENCE

March 2021—September 2023

Freelancer IT Consultant • Fast Track Networking • Kandy Srilanka

- Installed, configured, and maintained telecommunications equipment and systems, ensuring seamless network operations.
- Performed scheduled maintenance and repairs on telecom equipment and systems to prevent service disruptions.
- Documenting all service activities and maintained accurate records of equipment maintenance.
- Assisted in the planning and execution of telecom projects, ensuring deadlines were met.
- Provided on-call support for emergency service request on a rotating basis.
- Conducted routine inspections and testing to identify and rectify network problems, reducing downtime by [90] %.

July 2013—April 2019

IT Infrastructure Technician • Jaidah Group • Doha, Qatar

- Configure and maintain network components, including routers, switches, firewalls, and access points.
- Provide technical support to end-users, resolving hardware and software issues.
- Assist in setting up and configuring workstations and devices for employees.
- Create and maintain documentation related to IT infrastructure, including network diagrams, hardware inventory, and configuration details.
- Apply security patches and updates to servers, operating systems, and software applications.
- Installing, configuring, and maintaining server operating systems (e.g., Windows Server, Linux).
- Providing technical support to end-users, troubleshooting software (**SAP, Microsoft Dynamics**) and hardware issues.

January 2012—April 2013

IT Support Engineer • Qatar Computer Service • Doha, Qatar

Outsourced in Commercial Bank of Qatar

- Responding to user inquiries and resolving technical issues through various communication channels, including phone, email, chat, or in-person. Fixing Printer/Scanner issues on time.
- Diagnosing and resolving hardware issues with desktops, laptops, printers, scanners, and other peripherals.
- Installing, configuring, and troubleshooting software applications and operating systems (e.g., Windows, macOS, Linux).
- Creating, modifying, and disabling user accounts and access permissions.
- Configuring and troubleshooting email clients (e.g., Outlook, Thunderbird) and webmail services.

SPECIALITIES

Networking
Server Administrator
Storage Administrator
Virtualization
Data Center
Endpoint Management
VOIP
Wireless Network
Help Desk Technician
Desktop Support
Hardware Support
Software Support
Operating System
Mobile Device
Remote Support
Security Support
End-User Training
Industry-Specific Support
Fiber Optic Cable Installation
Splicing Technician
Testing with (OTDR)
Fiber Optic Network
FTTx
Safety and Regulatory
Training and Education
Emerging technologies
AV systems
Meeting room equipment

TECHNICAL SKILLS

TCP/IP, SIP/MPLS
Operating Systems
Microsoft Office
Network Configuration
Storage Management
Active Directory and LDAP
Monitoring Tools
OTDR Tool handling
Asterisk VoIP
IP PBX
Analog PBX

VISA TYPE

Visit Visa

EXPERIENCE continued

- Installing and configuring Sophos Endpoint Security and remote administration.
- Install, configure, and update software applications used within the bank.
- Ensure software licenses are up to date and in compliance with licensing agreements.
- Be available for on-call support during emergencies and possibly work in shifts to provide 24/7 coverage, especially for critical banking operations.

February 2010—January 2012

Network Administrator • Team Trading Co W.L.L • Doha, Qatar

- Designing the network architecture, including hardware components (routers, switches, firewalls), network topology, and IP addressing schemes.
- Physically setting up and configuring network devices, including routers, switches, and access points. Ensuring proper cabling and connectivity.
- Continuously monitoring the network for performance issues, security threats, and anomalies. Using network monitoring tools to track bandwidth usage, latency, and uptime.
- Identifying and resolving network issues, such as connectivity problems, slow performance, and hardware failures. Troubleshooting may involve using diagnostic tools and conducting packet analysis.
- Providing support to end-users who encounter network-related problems, such as connectivity issues or VPN setup.
- Maintaining comprehensive documentation of the network infrastructure, including network diagrams, configurations, and procedures. This documentation is essential for troubleshooting and future planning.

May 2009—February 2010

Network Administrator • British College of Applied Studies • Colombo, Srilanka

- Design, install, configure, and maintain network equipment, including switches, routers, firewalls, and wireless access points.
- Plan and execute network expansion or upgrades as needed to meet the growing demands of the college.
- Perform routine network maintenance tasks, including software updates, patch management, and firmware upgrades.
- Monitor network performance and address issues promptly to minimize downtime.
- Provide technical support to college staff, faculty, and students regarding network connectivity, access, and troubleshooting.

May 2002—December 2008

Network Administrator • Nippon Plastic • Kurunegala, Srilanka

- Plan and execute network expansion or upgrades to accommodate the evolving technology needs of the manufacturing process and supply chain.
- Implement and manage security protocols, firewalls, and intrusion detection systems to safeguard the network from unauthorized access and cyber threats.
- Conduct regular security assessments and audits to identify vulnerabilities and recommend improvements.
- Provide technical support to manufacturing teams, administrative staff, and other employees regarding network connectivity, access, and troubleshooting.
- Assist users in resolving network-related problems and offer training as needed.
- Maintain comprehensive network documentation, including network diagrams, configurations, and procedures.
- Keep accurate records of network changes, upgrades, and incidents for compliance and audit purposes.