

MAHMOOD AL HASANI

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EXPERIENCE

Network Support Engineer

Connected Solutions Group | Mechanicsville, VA

June-2021 - Current

- Provided technical support for computer and router issues, ensuring timely resolution of technical issues and customer satisfaction.
- Install Failover Network Solutions, configure Wireless Access Points, and maintain computers related equipment.
- Initial setup for various OEM wireless cellular modems including but not limited to (Cradle Point, Peplink InHand, Inseego, Atel)
- Configure LAN and WAN ports on networking equipment and firewall, with static IP addresses and DHCP reservations, ensuring stable and predictable network connectivity.
- Work with ISP for escalation on non-hardware issues to ensure a quick resolution for the end user client.
- Collaborate with colleagues to research and solve complex problems.

SKILLS

Technology Tools: Office365, Oracle Virtual Machine

Cloud Tools: Cradle Point NetCloud Manager | CSGCloud View | PeplinkInControl2 | InHand Networks Management Cloud | Verizon POTSolve

Operating Systems: Windows 10/11, Linux

Ticketing Systems: NetSuite

CERTIFICATIONS

Cradle Point Certified Network Professional–5G.

Cradle Point Certified Network Professional.

Google IT Support Professional.

Fortinet NSE 1 / NSE 2 / NSE 3.

EDUCATION

Information Security

Old Dominion University | Norfolk, VA

Bachelor of Science Cybersecurity

J Sergeant Reynolds Community College | Richmond, VA

Associate of Science Information System Technology