

# Waleed Kh. Tolbah

## Assistant IT Director

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### SYNOPSIS

- 10+ years of professional experience in Information Technology field: Servers, Systems, Networks and Support, currently associated with Boudl Hotels & Resorts, Riyadh, as the Assistant IT Director.
- Involvement and ability to lead IT projects. Excellent organizational, project management, communication and customer services skills, including time management, accountability, and administrative follow up.
- Looking To be part of a professional and progressive organization where my knowledge and skills can be challenged and rewarded with professional experience and where my experience in the field of IT can be contributed positively to develop better IT solutions and strategies.
- Excellent communicator with excellent problem-solving skills
- Possess good supervisory, management and organizational skills
- Excellent team player with good leadership skills and can play well independently

### AREAS OF EXPERTISE

- Computer Hardware & Software Troubleshooting and Maintenance (Maintenance for all IT related devices and Computers, working, supporting and maintaining many Operating systems includes Win3.11-Win10, MacOSX and Linux)
- Infrastructure Management (from Low Currant work “cabling, installation of cabinets, IT equipment and devices” to planning, configuring, managing and operating “Switches, Routers, Accesspoints, Clients, Servers”.)
- Security Systems and Access Control: Doorlocks and electronic Safeboxes (Many Brands Including but not only ASSA VingCard Security Locks & Safes, ADEL Locks and SafeBoxes), Security Cameras Installation and Maintenance)
- Excellent User Support experience includes hours of remote and on-site support, training users for software and hardware usage and security policies.
- Network Management: (Subnet Organization: “IP, VLAN, Switching and Routing Management”) (Tracking and Monitoring Network Activities) and (Network Firewall and Threat Management).
- Network Advanced Management: (Interconnection and Routing: NAT, Packet Tracing, VPN connections, DNS Management, Cloud Management, On Premises Servers and Services)
- Websites and Webapps Management: (PHP, HTML5, Dropal, Joomla!) using Apache, nginx or IIS.
- Blade Servers (IBM and HP Blade servers management and maintenance).
- Technical Documentation (from tracing physical and virtual network connections to assigning labels and diagrams)
- Applications Gateways (Citrix XenApp, Microsoft RemoteAPP) and Cloud Services Management (Microsoft Azure Amazon AWS)
- Backup & data/disaster recovery management.
- Linux Servers (Debian Distros "Debian, Ubuntu, Rasbian, Mint...etc) Windows Server (2000-2016)

## CAREER HIGHLIGHTS

Boudl Hotels & Resorts, KSA, [www.boudl.com](http://www.boudl.com) Feb 2014 – Present

### Assistant IT Director

- Performing initial server setup of Linux Server (Ubuntu) and Windows Server (2008 R2, 2012 R2 and 2003 R2) and post installation configurations.
- Plan, design, installation & configuration of new hotels, IT infrastructure, servers, VPN Router, POE switches and Access Points also the users need requirements.
- Managing IT Projects according to budgets and schedules.
- Installation, configuration and manage the IBM Blade servers.
- Managing and Directing IT Teams.
- Finding and implementing new and creative IT Solutions that saves cost and increases productivity and efficiency.
- IT Cost and Demand management and control.
- Configuring and setting rules all kind of Routers, Switches, Access points, Firewalls of many brands (such as Cisco, Buffalo, Linksys, Fortigate, Huawei, DELL Networks, HPE Networks...etc)
- Managing Active Directory, DNS, Users/Groups, User Profile, Group Policy, Security, FTP, WSUS.
- Management of Exchange Server 2010 (Mailbox Queue Operations, User Access and Client Access, Certificates Management)
- Managing centralized Data server, Access Rights, Disk Management, scheduled backups and tasks.
- Managing and maintaining systems backup (Application Backup, DB Backup and Hardware Backup)
- Managing users and privileges on various systems (PMS systems, ERP Systems, Windows Systems)
- Managing VPN connections between branches and Head Offices (MPLS, PP2P)
- Providing and maintain solutions to control bandwidth to increase network efficiency on both guests and admin networks (HSIA, DNS management, Load Balancing..etc)
- Responsibility for providing the best Guests experience with IT in our hotels such as insuring high availability systems, reliable free internet, rich Smart TV experience and smart home IoT solutions.
- Installation and configuration Oracle Hospitality (Fidelio) clients.
- Installation and configuration Oracle Hospitality (Fidelio) servers.
- Supporting and maintaining Oracle Hospitality (Fidelio) service with experience in all kind of Interfaces (IFC) and managing Fidelio CRS system.
- Supporting and maintaining Shared Files systems with backup, misuse and disaster recovery
- Managing the McAfee Admin Console for all clients, Definition updates and latest patches.
- Managing the Kaspersky Admin Console for all clients, Definition updates and latest patches.
- Technical support for internal and external users (Local, Telephone and Remote)
- Internet, Telephony and office network availability & Troubleshooting (LAN, Wan, VPN, Wireless, Router, Switch, DSL-ADSL, Network Printer, Crimping, Structure Cabling and Patch Panel).
- Installation and configuration of TMG 2010 and Managing Policies and Rules (SSO, NAT, Port Forwarding...etc)
- Provide technical support and troubleshoot any problems for end users in windows operating system, desktop application & network connectivity.
- Configure the Citrix based applications.
- Provide training to users for the implementation of any customized application, Oracle Hospitality (Fidelio) and ERP System.

## Past Carrier Highlights

2008 - Feb 2014

- Working as **Networks Technician** at Alawal for Network and Communications Solutions “6 months”:
  - Low current jobs, computer maintenance, telephony systems and CCTV systems.
- Working as **Networks Technician** at Qatranji (nowadays called GCC constructions and IT services company) “5 months”:
  - Low current jobs, computer maintenance, telephony systems and CCTV systems.
- Working as **Computer Maintenance and Networks Technician** at Al-Dosh Computer Maintenance shop at (Olaya Computer Market) “2 Years”:
  - Intensive computers and peripherals service, maintenance and repairs
- Working as **Networks Engineer** at Alraqaba Alamnia for Networks and Security Systems “18 months”.

## LANGUAGUE SKILLS

Language	Reading	Writing	Speaking
English	Very Good	Very Good	Very Good
Arabic	Native	Native	Native

## INTERNATIONAL PROFESSINOAL COURSES

- CCNA (Cisco Certified Network Associate), 2014
- CompTIA Network+, 2014.
- CompTIA A+, 2013.
- CompTIA Linux+, 2013.

## ACADEMIC & CERTIFICATES QUALIFICATION

- Diploma of Communications and Computer Networks at King Saud University. Graduate Class of 2013

## PERSONAL DETAILS

- Permanent Address: Riyadh, KSA.
- Current address: Riyadh, KSA.
- Age: 28 years (11/6/1990).
- Nationality: Palestinian. Born in Saudi Arabia (Riyadh) Holding the Egyptian Document for Palestinian Refugees (Valid)
- Marital Status: Single
- Iqama Status: Valid (transferable)
- Driving License: Valid.