

# Waleed Kh. Tolbah

**Technical Manager** at Smart Cadres Company (Current)

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4335 Hail Street, Alkhalij District, Riyadh City,  
Saudi Arabia

## SYNOPSIS

- 13 years of professional experience in Information Technology field: Servers, Systems, Networks and Support, currently associated with Smart Cadres Company, Riyadh as Technical Manager.
- Involvement and ability to lead IT projects. Excellent organizational, project management, communication and customer services skills, including time management, accountability, and administrative follow up.
- Excellent communicator with good 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

- IT administration and projects management, managing enterprise IT for enterprises and contractor companies: (Networks projects: "Infrastructure, security systems, communication systems and maintenance contracts", IT Projects: "Datacenters projects, servers and services implementations, VPN connectivity for SMB and Enterprises")
- Physical Servers pre-sales installation, configuration and support (DELL-EMC, HPE, Lenovo/IBM..) and their physical products (SAN, NAS, Tape..).
- Virtualization assessment, planning, implementation and configuration (vSphere, Hyper-V, Cloud Azure/AWS...)
- Backup and disaster recovery solutions (Veeam, Acronis)
- Network Implementations: (Configuration of L2, L3, Firewalls and HA on multiple technologies)
- Implementation of Network Advanced Services: (Microsoft: EXCH-SRV, AD, RDS/RDA, DNS, WSUS..etc) (Linux RHEL/Ubuntu: bind9, mail services, Apache/Nginx, samba, docker/k8..etc)
- Technical Documentation (live networks and topologies, projects and implementation plans)
- Computer Hardware & Software Troubleshooting and Maintenance (Maintenance for all IT related devices and Computers, working, supporting and maintaining many Operating systems includes DOS/NT--Win11, MacOSX and Deb/RHEL)
- Excellent User Support experience includes years of remote and on-site support, training users for software and hardware usage and security policies.

## Current Carrier Highlights

“Dec 2021-present”:

- Working as **Technical Manager** at Smart Cadres Company:
  - Pre-sales for enterprise solutions and products (Physical Servers and Storage, VMs and Infrastructure, Firewalls and Security, AD, Backup and
  - Serving the mission of providing the best IT service to evolve the company into being top best  
All-Saudi hotel chain in Saudi Arabia and Arabian Gulf.

“2008 - Dec 2021”:

- Working as **Operations Manager** at TOPNET ISP for Networks and Security Systems “2 years”.
- Working as **Networks Technician > Regional IT Supervisor > Assistant IT Manager > IT Manager** at Boudl Hotels & Resorts “6 years”:
  - Providing technical management for all company’s hotel chains including: (Projects, Operation, Support, Development)
  - Serving the mission of providing the best IT service to evolve the company into being top best  
All-Saudi hotel chain in Saudi Arabia and Arabian Gulf.
- Working as **Networks Projects** at Alraqaba Alamnia for Networks and Security Systems “2 years”.
- 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 Projects Supervisor** at Qatranji For Construction and Networks “12 months”:
  - Managing Infrastructure installation and maintenance projects for Networks, computer maintenance, telephony systems and CCTV systems.
- Working as **Networks Technician** at Alawal for Network and Communications Solutions “6 months”:
  - Infrastructure installation and maintenance for Networks, computer maintenance, telephony systems and CCTV systems.

## LANGUAGUE SKILLS

Language	Reading	Writing	Speaking
English	Fluent	Fluent	Fluent
Arabic	Native	Native	Native

## ACADEMIC 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: 32 years old (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.