SHEHAB ELGERBI

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Summary of Qualifications

A dynamic IT professional with over 5 years of hands-on experience. Holds a Bachelor's degree in Computer Science and graduate certificate in Cyber Security at Algonquin College. Proficient in deploying, administering, monitoring, and resolving issues related to computer networks (routing and switching), Windows servers, Linux Ubuntu/OpenSUSE, and virtualization. Possesses exceptional time management, teamwork abilities, and communication skills. A proactive and team-oriented professional dedicated to delivering top-quality results and ensuring client satisfaction.

Education

Graduate Certificate in Cybersecurity Analysis   2024 –2024
Algonquin College — Ottawa, ON
Deans Honour List – GPA 3.80

Bachelor's Degree in Computer Science   2003 - 2007
Omar Al-Mukhtar University

Work Experience

Casual Technician - Ottawa-Carleton District School Board (OCDSB)   2021 –2021
Ottawa - Canada
- Prepared and updated over 10,000 Chromebooks, ensuring they joined the school wireless network.
- Checked and verified Wi-Fi signal strength and connectivity throughout school facilities.
- Managed IT asset inventory, including laptops, by recording and tracking 100% of assets in Excel sheets, ensuring accurate asset management and accountability.
- Supported the IT team with tasks related to Chromebook deployment and network troubleshooting

IP Support Engineer - AlMadar Aljadeed   2016 – 2021
Benghazi, Libya
- Accomplished a 30% increase in network efficiency by conducting thorough assessments and implementing recommended improvements.
- Configured and managed routers, switches, firewalls, and other network devices.
- Provided network monitoring 24/7 and made monthly reports.
- Helped prepare documentation, presentations and training materials

Network Engineer - Aljeel Aljadeed For Technology   2013 –2016
Tripoli - Libya
- Configured Cisco routers, WLC, switches, VOIP services, and firewalls
- Assisted the backbone network team in building telecommunication infrastructure for the Next Generation Project Network (NGPN)
- Worked closely with NOC and Field Technicians on 1st/2nd/3rd line troubleshooting, resolving 85% of network-related tickets within SLA, improving overall network performance.
- Monitored the network and troubleshot issues as needed, providing 24/7 technical support, reducing downtime by 30%

Technical Support –Altanqya For Data & Communication   2007 – 2012
Tripoli, Libya
- Installed physical networks (cables, racks, switches, routers, and APs)
- Created documentation for network mapping and design topology (Sheets, Visio, PowerPoint)

- Installed and supported security systems using Kaspersky Administration Kit
- Assisted members in resolution of internet, Email and related technical issues

Projects

Academic Project – Secure Document System with PKI and CA

- Developed and tested a secure document storage and transmission system for a banking institution.
- Implemented NIST-approved algorithms to ensure document confidentiality and integrity, adhering to standards such as FIPS 140-2, FIPS 140-3
- Established a robust Public Key Infrastructure (PKI) and acted as the Certificate Authority (CA)
- Utilized cryptographic techniques including digital signatures, PKI, encryption algorithms (AES, RSA), key management, and various cryptography protocols
- Conducted comprehensive testing to ensure compliance with security requirements

Academic Project – Network Security Upgrade with Palo Alto (NGFW) and Azure Integration

- Collaborated on re-architecting the network security infrastructure, transitioning from a standalone Cisco ASA5525 to a Palo Alto Next-Generation Firewall (NGFW) cluster to enhance security capabilities
- Implemented a phased migration strategy, configuring security policies, interfaces, zones, routes, and NAT policies to ensure seamless integration and minimal operational downtime
- Established robust security measures across HQ and branch offices, implementing user and application-driven policies to secure traffic among on-premises locations, Azure Regions, and the Internet
- Configured custom applications and security policies based on packet capture data and conducted comprehensive testing

Program-Related Skills

- Network Security: Firewalls, IPS/IDS, VPNs, Access Controls
- Ethical Hacking: Penetration Testing, Vulnerability Scanning, Social Engineering
- Digital Forensics: Evidence Acquisition, Data Recovery, File System Analysis
- Incident Response: Threat Detection, Incident Triage, Containment, Eradication, and Recovery
- Cryptography: Cryptographic methods, Key Management, Cryptography Protocols
- Traffic Analytics: Network Traffic Monitoring, Behaviors Analysis, Anomaly Detection
- Vulnerability Assessment: Identifying, Evaluating, and Mitigating Vulnerabilities
- Business Continuity and Disaster Recovery: BCP/DRP Planning, Backup Strategies, Resilience

Training & Certifications Completed

- AWS Cloud Practitioner Essentials
- Digital Classroom - AWS Cloud Technical Essentials
- Amazon Aurora PostgreSQL and Amazon RDS PostgreSQL
- Cloud Computing Security
- Microsoft Azure Fundamentals (AZ-900)
- CCNA R&S
- CCNP
- Project Management Fundamental
- CCNA Security
- SR-OS Fundamentals-NOKIA
- SR-OS Service Implémentation-NOKIA
- Nokia Service Aware Manager (SAM 5620-NOKIA
- Nokia Service Aware manager (SAM5620) R14.0-NOKIA
- IP 2nd line support engineer (Huawei IP RAN)
- IP 2nd line support engineer (Huawei Cloud)
- RedHat Certified Engineer RHCE