Yousef Imad B. El-yousef

NSE1, NSE2, NSE3, CCNA

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CAREER HIGHLIGHTS

- Worked as a team lead supporting an enterprise customer handling both UC and NOC.
- Worked as an on-call escalation point.
- Trained fresh graduate new hires on technical knowledge and company processes.
- Int
- Experienced with ITIL based processes and service management
- Handled incidents that involves Free call numbers, phone issues, digital media players, Lounge Wi-Fi and other incidents that include networking devices.
- Network Discovery – Creating and updating network diagrams.
- Created and modified processes used for supporting Qantas Airways Ltd.
- Created work instructions that is used by NOC and UC engineers to troubleshoot incidents.
- Certification for Fortinet Network Security Expert (NSE) 1-3
- Certification for CCNA

WORK EXPERIENCE

Network Engineer at Comscentre (July 2019 – June 2021)

- Updating existing network diagrams.
- Able to read and analyze Network Diagrams.
- Network Incident handling (All incident categories and escalation).
- Responsible for network monitoring on all Comscentre clients.
- Responsible for monitoring Internal Networking devices.
- Cacti Graphs – Customer utilization.
- Weather Map – Core links.
- Configured Top Talkers on routers.
- CRM – NOC board (BAU and Australia Post), Ticketlife wallboard.
- Networking devices (Routers, Switches, Access Points, NAS devices and Firewalls).
- Responsible in attending network change requests.
- Setting up a DHCP server on a Cisco router.
- Applying SSH on a networking device.
- Rebuilding crypto configurations.
- Setting up a remote router access for customers.
- Adjusting MSS and MTU values on routers.

- Setting up monitoring for customers using Cacti graphs.
- Adding a new switch to the switch stack.
- Upgrading Cisco IOS on a switch.
- Adding a static route to the network.
- Deployed in Australia Post Team as Network Support Engineer.
- Experienced troubleshooting in both CLI and Meraki dashboard.
- Reviewed routing configuration for troubleshooting purposes.
- Acted as 2nd in command and NOC manager in NOC team.
- Takes escalated tickets when needed.
- Trained newly hired network engineers.
- Filtered tickets incoming to NOC team.
- Deployed third party technicians and coordinated in troubleshooting network issues remotely.
- Studied different routing protocols like BGP, OSPF, EIGRP, RIP

Qantas Airways Ltd. NOC and UC Team Lead at Comscentre (July 2021 – February 2022)
- Supervised the NOC and UC team.
- Consistently scrubbed/reviewed all tickets handled by all team members and guiding them on how to work on their tickets.
- Prepared and finalized monthly scorecards for each team members.
- Assessed **PRIDE** (Performance Review of Individual Drive for Excellence) for each team member.
- Coached each team member on their assessment (3rd and 6th month).
- Plotted the team Roster for a 24x7 schedule.
- Served as a workforce (engage availability of people for work).
- Worked as a 24x7 on-call engineer.
- Trained team members on mock scenarios and customer service.
- Organized team meetings for ticket management and for raising team concerns.
- Attended daily and weekly management meetings with local management.
- Created the support flow on incident management and change management for supporting Qantas Airways Ltd.
- Created processes to distribute and filter tickets equally within the team.
- Worked on all shifts (Morning, Mid shift and Graveyard).
- Worked closely with Orro on the transition phase of Qantas Airways Ltd.
- Created and modified processes to support Qantas Airways Ltd. based on their needs.
- Interviewed applicants and trained new hires on both technical knowledge and enterprise support processes.
- Handled multiple escalated tickets resolved within customer specific SLAs.
- Experienced with migration of devices from one organization to another on Meraki Dashboard.
- Renewing/Updating licenses of Meraki devices.
- Experienced in doing retro changes (minor configuration changes) on devices to resolve incidents.
- Experienced in troubleshooting on networking devices.
- Engaged with multiple vendors to resolve/troubleshoot on incidents/service requests.
- Created work instructions to be used by NOC engineers as a step-by-step guide to resolve issues.

- Supported different types of sites with different SLAs.
- Made use of Infoblox for DHCP and DNS management.
- Created network diagrams for customer sites.
- Handled incidents that involves Kiosks, Automatic Bag Drops, Printers, and other devices within airports.

EMAPTA (April 2022 – Present)
- Currently working as a NOC Engineer
- Manage, support and handled various types of devices including HPE (Aruba), Mikrotik, Cisco Meraki, Unifi, Fortigate, Juniper, etc.
- Worked in Data Centers to deploy devices for clients or changes within the network.
- Worked both in Morning and Mid Shift.
- Add configurations to devices to resolve issues that clients are experiencing. Configurations including firewall changes, VLAN creation, Configuring VPNs, IPSec tunnels, etc.
- Executed BCPs on multiples sites from sites within Metro Manila to Provinces within Luzon.
- Follow proper ticket handling and provide timely updates and handle escalations.
- Designated NOC to travel to certain sites whenever emergencies occur.
- Managed incident bridge calls and catchup meetings with management/L3 Innovations team and within NOC.

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TRAININGS AND SEMINARS ATTENDED

Data Privacy Act of the Philippines, Institute of Information and Computing Sciences, Medicine Auditorium, University of Santo Tomas, April 4, 2018

Dev Con Seminar, UST Society of Information Technology Enthusiasts, UST, April 2018

Analyzing Malware Network Traffic, CNAG-ICS, Fr. Roque Ruaño, O.P. Building, UST, April 4, 2018

ASUS Campus Tour, Junior Philippine Computer Society, Institute of Information and Computing Sciences, AMV Building, AMV Multi-purpose Hall, UST, October 18, 2017

Microsoft Development Seminar, UST Microsoft Student Community, UST, April 2016

Leadership Training Seminar, UST ICS Student Council, November 2017 Rediscover Series: Network and Security, UST Society of Information Technology Enthusiasts, UST, NETLAB, Roque Ruaño Building, April 4, 2018

IT Research Colloquium, Institute of Information and Computing Sciences, NETLAB, Roque Ruaño Building, April 5, 2018

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AWARDS AND ACHIEVEMENTS

Cisco Certified Network Associate (Routing and Switching)
February 2020 – 2023
Validation ID: 278219266

NSE1 Network Security Associate (June 15, 2020-2022)
Certificate Number: jMYZHoebAC

NSE2 Network Security Associate (June 19, 2020-2022)
Certificate Number: vBEGNcOc5b

NSE3 Network Security Associate (January 28, 2021 – 2023)
Certificate Number: rGTscAM8YN

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SKILLS AND ABILITIES

Web Design/Programming: Basic knowledge in HTML, CSS, and Bootstrap.

Programming: Basic knowledge in Java Programming, MySQL, and C.

Network and Security: Managing routers, switches and PCs to establish a network and security function.

Computer: Knowledgeable with Microsoft Office, Microsoft Visio and Microsoft Project.

Language: Oral and written communication in Filipino and English.

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EDUCATION

University of Santo Tomas, Manila Bachelor of Science in Information Technology
August 2015 – June 2019

Philippine Women's University – Jose Abad Santos Memorial School, Manila Secondary Education
June 2011 – March 2015

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PERSONAL DATA

Date of Birth: October 20, 1998

Place of Birth: Makati City

Citizenship: Filipino

Gender: Male