

Wael Falah Kokaz

CONTACT INFORMATION

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EXPERIENCE

- **December 2023 – Present** Senior IT Administrator at **Giganet Telecom**.
 - Implementing and Managing Microsoft 365 services.
 - Managing and Maintaining the IT Department and report to CEO.
 - Leading Active Directory and Employee Monitoring Project.
 - Leading On Premise Cloud Services Project.
 - Implement IT industry and security standards.
- **February 2023 – December 2023** IT Manager at **Al Sadeq Group Automotive**.
 - Managed and Maintained the IT Department.
 - Managed the overhaul project of the IT Department and network.
 - Implement IT industry standards.
 - Planned and executed the Project to increase rigidity and maintainability of the Network. Enhance the Network Map design to increase readability and reduce the time of maintenance.
 - Worked as project manager for implementing new ERP system.
 - Supervised the training of the IT Department and other departments to implement IT operations best practices.
- **April 2021 – February 2023** Head of IT Department at **UTV Baghdad**.
 - Managed and Maintained the Station IT Department.
 - Led the expansion and upgrading project of UTV Baghdad Local Network, which made transfer speed exponentially fast by utilizing 10GbE with minimal budget.
 - Planned and executed the Project to increase rigidity and maintainability of the Network. Enhance the Network Map design to increase readability and reduce the time of maintenance.
 - Led the upgrading project for the data center, to expand the storage size and speed for moving large multimedia files in a fraction of the time before. Which successfully achieved using Enterprise Network storage that utilize a combination of different storage drives, such as fast SSD for cache and large capacity durable HDDs.
 - Planned and executed the Project of building, installing and configuring the Servers for UTV

Domain Controller and Application services, with 0 budget. By using existing Servers, licenses and equipment.

- Planned and executed the Project of building a monitoring server for all the network connected devices (Router, firewall, servers, switches, .. etc.). With minimal budget and short time by utilizing Opensource software and tools (Linux, Zabbix), that provide real time accurate data and fast access to all the network devices.

- **August 2018 – April 2021 Web and Mobile Developer/Designer as Free Lancer (Remote).**
 - **Web and Mobile Developer/Designer**
 - Design beautiful UI and UX for web and mobile applications.
 - Develop Mobile Applications using flutter (Flutter is a new framework that enable building apps for multiple Operating systems).
 - Develop and Design Web Applications/Web Sites.
 - **IT Solution and consultation:**
 - Provide IT Solutions to small businesses.
 - Provide IT Remote services.
 - Solve IT complicated issues, such as infected servers, data breach or recovery.
 - Provide Consultation for Small business regarding Ongoing IT Projects.

- **November 2013 - August 2016 IT Specialist at Lafargeholcim.**
 - Maintain, Monitor servers and data storage in the data center.
 - Manage the Domain Controllers.
 - Maintain and monitor the network.
 - Setup and configure all the devices that are connected to the network. Such as PCs, Printer, Network equipment and IoT devices. And update the firmware for such devices.
 - Train the staff on how to operate new devices or the software tools.
 - Provide Remote and onsite technical support for the staff.
 - Manage and communicate IT issues between IT Teams in different branches, ISPs and staff.
 - Solving any IT technical problems.
 - Proactively participate in meetings and help create new practices.

- **January 2012 - May 2013 System Administrator and Developer at Madar AlArd.**
 - Installed new servers and SAN/NAS storage in Iraqi Ministry of Oil for new Archiving system.
 - Setup and configuration of all the devices that are connected to the Servers.
 - Train the clients/users on how to operate the hardware or the software installed.
 - Provide Remote Technical support for the clients/users.

EDUCATION

- Universiti Teknologi Malaysia (UTM), Master of Science (Informatics) (2016 - 2018).
- The Hashemite University, BSc. Computer Information Systems (2008 - 2012).

PROJECTS

- (2025) **Implement Microsoft 365 integration to an existing services and systems.**
- (2024) **Leading On Premise Cloud Services Project.**
- (2023) **Leading Active Directory and Employee Monitoring Project.**
- (2023) **Implemented a new ERP system and worked effectively to communicate the company needs for the system customization.**
- (2023) **Design and implement the Network and Data Center for Al Sadeq Group and enforced the standard IT Policies.**

Utilizing Opensource software (Linux, Zabbix, Proxmox, Wazuh, Docker and more).

- (2022) **Setup and configure the servers for the Active directory, Antivirus, WSUS, Backup and Automation system in the Iraqi Ministry of Communications.**

Using Dell PowerEdge and ASUS servers and storages.

- (2021) **Building a highspeed system to transfer huge multimedia data quickly**

By utilizing 10Gb highspeed network and highspeed SSD Enterprise storage with NVME caching.

- (2015) **Setup and configure a custom-built router and firewall with built in caching system**

Using a small HP server and pfsense opensource software.

- (2014) **Design and Implement an effective procedure to backup, restore and reinstall a high number of PCs in only a 20% of the original time frame**

Using only Acronis Tools and a configured NAS storage.

- (2013) **Setup and configure the servers for the Active directory and Archiving system in the Iraqi Ministry of Oil**

By utilizing Fujitsu Enterprise Servers and SAN Storages for effective backup and disaster backup for the Database.

TRAININGS AND CERTIFECATIONS

- Certified IELTS (2018).
- Certified TOEFL iBT (2015).
- MS Office Course (2013).
- MCITP (Microsoft Certified IT Professional) (2013).
- MS VB and C# .net Courses (2011)