

Mustafa Al-Dabbagh

Senior Network Engineer

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Personal Information

Date of Birth: Dec 15, 1991

Marital Status: Married

Languages: Arabic and English

Experience

IT Manager | Taym Al-Furat Company | BGD | Iraq May 2025 – Present

- **ERPNext Implementation:**
Planned, supervised, and successfully delivered the full deployment of ERPNext (Finance, HR, multi-company modules) within just 1.5 months, managing developers, defining the roadmap, and ensuring the system was securely accessible online.
- **IT Infrastructure Projects:**
Designed and supervised the construction of IT infrastructure for the company's headquarters and port site, including data racks, structured cabling, fiber connections, and secure network segmentation.
- **Surveillance & Security:**
Planned and executed comprehensive CCTV systems across multiple sites, ensuring compliance with operational and safety requirements.
- **VoIP Deployment:**
Designed and implemented a VoIP system, enabling seamless communication between HQ and port operations over a secure protected network.
- **Vendor & Service Provider Management:**
Negotiated with ISPs and technology providers to obtain the most cost-effective services and equipment while ensuring quality and reliability.
- **Executive Collaboration:**
Conducted regular meetings with company management and department heads to discuss IT strategies, align technology with business objectives, and plan future digital transformation initiatives.
- **Strategic Leadership:**
Directed IT modernization initiatives, ensuring all solutions support scalability, security, and operational excellence.

IT INFRASTRUCTURE MANAGER | RAIYA-GROUP | BGD | 15-OCT 2023 – APR 2025

Network and Systems Management:

- Designing, implementing, and maintaining a robust IT infrastructure, encompassing servers, networks, storage systems, and security solutions.
- Expertly managing network security using FortiGate and Sophos firewalls, ensuring compliance with industry standards and best practices.
- Administering Cisco Top-of-Rack (TOR) switches, optimizing network performance and reliability.
- Overseeing the deployment and maintenance of Nutanix Hyper-Converged Infrastructure (HCI) servers, enhancing scalability and efficiency.

Project Management:

- Leading multiple IT projects from inception to completion, ensuring they are delivered on time, within scope, and within budget.
- Coordinating with cross-functional teams and external vendors to deploy new technologies and upgrade existing systems.
- Spearheading the construction and deployment of a Tier 3 data center, ensuring high availability, redundancy, and robust disaster recovery capabilities.

Team Leadership:

- Supervising and mentoring a team of IT professionals, providing guidance, training, and performance evaluations.
- Fostering a collaborative and productive work environment to achieve team goals and improve service delivery.

Technical Support and Troubleshooting:

- Providing high-level technical support and troubleshooting for complex IT issues, minimizing downtime and maintaining business continuity.
- Developing and maintaining documentation for IT processes, procedures, and infrastructure configurations.

Strategic Planning and Budgeting:

- Developing and implementing IT strategies aligned with the organization's goals and objectives.
- Managing the IT budget, ensuring cost-effective solutions and optimizing resource allocation.
- Vendor and Stakeholder Management:
- Negotiating contracts and managing relationships with vendors and service providers to ensure high-quality service delivery.
- Collaborating with stakeholders to understand their needs and deliver IT solutions that support business objectives.

NETWORK CONTROL CENTER (NCC)| SAWADLAND LTD. ISP| BGD | 2018 – 14 OCT 2023

- Migrating from (flat network) to full redundancy, high availability and reliability network.
- Configuration and troubleshoot PPPOE/VPN in Cisco and Mikrotik routers
- QOS configuration for dedicated bandwidth clients and end PPPOE users in Cisco & Mikrotik Routes
- Configuration and troubleshoot NAT in Cisco and CGNAT A10.
- Configuration and troubleshoot BGP with ISPs and (FNA,GGC and LLNW) Nodes
- Preparing intranet and VOIP for companies by different LAN or WAN technology such as (lease line connection, VPN, Tunnels).
- Configure and troubleshoot OSPF, EIGRP, IS-IS.
- Configure and troubleshoot issues within production networks running dynamic routing protocols.
- Good hands-on experience with VXLAN
- Configure and troubleshoot GRE ,EOIP,IPIP Tunnel
- Configuration and troubleshoot **IP SLA** and tracking object.
- Configuration and troubleshoot **STP ,MSTP** for complex L2 network and achieve loop free design.
- Troubleshoot and analyzing and follow up the issue on the platform IOS/IOS-XE/NXOS.
- Good hands-on experience with MS Visio.
- Basic knowledge with Python
- Knowledge on Packet capture analysis tool such as Wireshark
- Troubleshoot and analyzing and follow up the issue on the platform IOS/IOS-XE/NXOS.
- Support the WAN and work closely with ISPs on ordering, billing, ticket generation, troubleshooting, etc
- Performs code upgrade NXOS 5k, 7k, 9k.
- Building a syslog and SNMP service for main Network equipment.
- Handle day-to-day network performance monitoring and maintenance work as a result of identification of faults.
- Coordination and follow-up work with the team leaders of wireless and fiber optic.

- Monitoring network maintenance activates and ensuring prompt troubleshooting of network problems.
- Solve any incident in devices (hang-up, high CPU/memory, misconfiguration), services or connectivity (loss in fiber, loss in wireless link) this includes permanent solutions or workaround solutions.
- Handle day-to-day network performance monitoring and maintenance work as a result of identification of faults.
- Training the new staff of the technical support department.
- Troubleshooting Layer 2 technologies such as Spanning tree protocol and port security
- Cisco code upgrade using FTP or TFTP.
- Took charge of installation, maintenance, upgrade, and configuration of Cisco(Routers,Switches) and Mikrotik routerboards.
- Configuration and troubleshoot Hotspot server

TECHNICAL SUPPORT | SMART WAVES NETWORK ISP | BGD | 2016 – 2017

- Configuration and troubleshoot MIKROTIK router/switch RB 1100AH, CCR 1016, 1036 and 1072.
- Configuration and troubleshoot Ubiquiti AIRFIBER 24G, 11FX, 5G, 5U, 5X, 60G LR.
- Configuration and troubleshoot Microwaves Exalt, Bridgewave, Nitronixs, ATH, Mimosa B11.
- Configuration and troubleshoot Mikroik (912,921, LHG 60G ,951 ...) Mimosa (C5C,B5C)
- Hands on experience with Layer 2 technologies such as Spanning tree protocol and port security.
- Serve as the first point of contact for customers seeking technical assistance over the phone or email.
- Perform remote troubleshooting through Teamviewer and Anydesk
- Walk the customer through the problem-solving process.
- Determine the best solution based on the issue and details provided by customers.
- Performs code upgrade on Router/ Switches.
- Configuration and installation of Wireless p2p and p2mp.
- Involved in monitoring and troubleshooting of day-to-day Wired /Wireless issues.
- Participate in a 24x7 on-call rotation.
- Training the new staff of the technical support department.
- Record events and problems and their resolution in logs.
- Providing technical support to customers and offering the optimum solutions in record time.

CERTIFICATIONS & TRAINING COURSE

- Project Management Professional PMP (Training Course)
- CCNA certified.
- MTCNA certified.
- NCA V6.5
- NCP-MCI v6.5
- Workshop at Spectrum Networks for Nutanix solutions in Dubai
- CCNP ENCORE Training course (online).
- CCNA training course at M.K institute.
- MTCNA training course at Sat-Gate institute.

Skills & Abilities

MONITORING SOFTWARES

- PRTG
- Zabbix
- Splunk
- Observium
- Dude

NETWORKS SOFTWARES

- CISCO PacketTracer
- GNS3
- EVE-NG
- Winbox

PROGRAMMING LANGUAGES

- C/C++
- Python for networking
- XLINIX (FPGA)
- Machine Language
- Ladder programming(PLC programming)

Education

B.SC ELECTRONICS ENGINEERING | 2015 | MOSUL UNIVERSITY