

Abdulkarim Fawaz Shahoud

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Professional Summary

Experienced Senior Systems & VoIP Engineer with 7+ years in IT infrastructure, virtualization, and network security. Skilled in FortiGate, Cisco VoIP, VMware, and cloud solutions. Proven track record in leading projects, optimizing systems for high availability, and ensuring ISO/ITIL compliance. Experienced across Oil & Gas, Telecom, and Financial sectors.

Technical Skills

- Network Security: Fortinet (NSE 4, 5, 7), Cisco (CCNP SCOR), Cyber Security.
- Network: Routing, Switching, and Wireless controller.
- Systems: VMware vSphere, vCenter, Windows Server, Linux (LPI-1), Active Directory, Azure.
- Storage: Storage Systems (Dell EMC, HPE, QNAP, Huawei Dorado).
- VoIP: Cisco CUCM, UCCX, CME, Asterisk, Yeastar, Issabel.
- Cloud/Backup: Office 365 Admin, Azure (AZ-800, Fundamentals), Veeam.
- Monitoring: PRTG, OPManger, Zabbix.
- Tools: Project Management (PMP®, ITIL4), Documentation HLD, LLD and Visio.

SENIOR VOIP & SYSTEM ENGINEER

Sallyport Global – Iraq | Feb 2024 – Present

- Configured and maintained FortiGate firewalls (SSL VPN, IPsec, SD-WAN, Security Profiles).
- Administered VMware environments (ESXi, vCenter) and Windows domain infrastructure.
- Led implementation of VoIP systems (Cisco CUCM, CUBE), optimizing voice communication for 800+ users.
- Designed enterprise backup and disaster recovery strategies using Veeam.
- Manage Active Directory, Group Policy, shared folders, and user accounts.
- Spearheaded system design proposals for multi-site deployments.

SENIOR VOIP ENGINEER

Sallyport Global – Iraq | Oct 2023 – Jan 2024

- Maintained Cisco VoIP infrastructure across remote and secure sites.
- Conducted project planning, system upgrades, and vendor coordination.

SYSTEM & VOIP SUPERVISOR ENGINEER

EJAF TECH – Iraq | Sep 2021 – Sep 2023

- Managed virtualization environments (VMware, Citrix XenServer).
- Deployed backup solutions (Veeam, Acronis) and storage systems across 3 major clients.
- Led telecom project for a Tier 1 provider (Asiacell), integrating new VoIP features.
- Manage network routing, switching, and Wireless controllers.

SYSTEM & VOIP TECHNICAL ENGINEER, EJAF TECH

EJAF TECH – Iraq | Mar 2020 – Sep 2021

- System administrator for Windows server and Linux.
- Office 365 administrator.
- Handling Huawei Dorado, HPE server, MSA, and QNAP Storage.
- Installation and configuration of Linux, vCenter, and vSphere.
- Installation and configuration of Cisco Call Manager (CUCM, UCCX, Jabber, and CME)
- Installation and configuration of Issable, Asterisk, and Planet systems.
- Create files (HLD, LLD, CRQ, Technical Proposal, Signoff.....).

IT ENGINEER

Emmar Steel – Syria | Jun 2017 – Dec 2019

- Oversaw PBX systems, CCTV deployment, and Windows Server infrastructure.

Education

Bachelor's in Electronics & Communications Engineering

Al-Baath University – Syria | 2019

Certifications

- Fortinet **NSE4, NSE5, NSE7** (Certified 2025)
- Cisco CCNP **Collaboration** (Certified 2021–2027)
- Cisco CCNP **SCOR** (Certified 2024–2027)
- VMware Certified Professional – **DCV** (Certified 2021)
- Microsoft Azure Admin **AZ-800** (Certified 2024)
- **PMP®** (Certified 2023–2026)
- **ITIL® 4** Foundation (Certified 2023)
- **LPI-1** Linux professional administrator (Certified 2023)
- **HCIA** Routing & Switching (Certified 2020)

Languages

Arabic – Native | English – Professional

Project Highlights

- Karbala Refinery, Iraq: Designed and deployed Network and VoIP infrastructure.
- Asiacell Telecom: Project Manager for the CCTV for all Iraq sites.
- Majnoon Oil Field: Implemented full System server and storage infrastructure.
- Regional Trade Bank: Support for VoIP and System infrastructure.
- Ali Fliah Air Base: Work as network security and System engineer.