



Bassala Traore

IT Engineer | System Engineer | IT Project Specialist | General Facility

Dubai, UAE

Email: traorebassala1010@gmail.com

Tel: +971 557726713

+223 7171 0011

SUMMARY

Detail-oriented and certified Network Engineer with 12 years of hands-on experience in designing, implementing, and maintaining enterprise-level network infrastructure. Proficient in configuring routers, switches, firewalls, and wireless technologies with a strong focus on security, reliability, and performance. Proven track record of supporting large-scale LAN/WAN environments and resolving complex network issues with minimal downtime.

SKILLS

Routing & Switching (Cisco, Juniper, HP, SonicWall)

Protocols: OSPF, BGP, EIGRP, STP, HSRP, VRRP

Firewalls & Security: Cisco ASA, Palo Alto, Fortinet, ACLs, VPNs, NAT

Wireless Networking: Cisco WLC, Aruba, Ubiquiti, D-Link, Huawei

Network Monitoring: SolarWinds, PRTG, Wireshark, Nagios

Cloud Networking: AWS VPC, Azure Networking, SD-WAN

SOCIAL LINK

LinkedIn: <https://www.linkedin.com/in/bassala-traore-a4a852135/>

EXPERIENCE

Regional IT Coordinator

Jun 2018 — Jan 2025

➤ Eco Fuel FZE

Dubai, United Arab Emirates

Mogadishu, Somalia

- Led enterprise network transformation project utilizing Cisco SD-Access with DNA Center and ISE, improving segmentation and access control across multiple campuses.
- Designed and deployed Cisco ACI fabric for a multi-site data center, enhancing application agility and security posture.
- Implemented network security hardening protocols across infrastructure using best practices (CIS, Cisco SAFE), reducing attack surface by 60%.
- Automated routine network configurations and audits using Ansible and Python scripts.
- Conducted workshops and training sessions for in-house IT staff on SDN and ACI platforms.
- Administer Microsoft 365 tenant including Exchange, Teams, and SharePoint
- Manage user accounts, permissions, and security groups via Azure AD
- Conduct mail migrations from on-premises Exchange to Microsoft 365
- Automate daily tasks using PowerShell
- Provide Level 2/3 support for end-user issues on Windows and Microsoft 365

IT Supervisor

Jan 2018 — May 2018

➤ ECO FUEL FZE & LPSC

Monrovia, Liberia

- Supported SD-WAN and SD-Access rollout for regional branches, centralizing management and enforcing consistent security policies.
- Assisted in migrating legacy data centers to Cisco ACI-based architecture with minimal downtime.

Documentation & Change
Management (ITIL Practices)

CCTV Specialist

LANGUAGES

English

French

Spanish

Arabic

DRIVING LICENSE

Driving license category

Category 1 - Category 3 -

Category 5

- Performed periodic vulnerability assessments and implemented mitigation strategies.
- Developed network documentation and change management processes.
- Supported over 300 users with desktop, email, and Office 365 issues
- Assisted with the deployment of Windows 10 images using SCCM
- Configured and maintained on-prem Windows Server environments
- Maintained data backups and participated in disaster recovery planning

IT Support Specialist

Oct 2017 — Dec 2017

➤ **Tristar Transport LLC (UN MISSION)**

Bamako, Mali

- Orchestrated comprehensive network architecture for Tri-Star, Supreme, and Valiant, ensuring seamless integration and organization.
- Delivered expert 3rd-level technical support, adhering to stringent service level agreements.
- Collaborated with vendors to resolve third-party application issues, including cloud services and Workday platforms.
- Spearheaded on-site network system installations and maintenance, enhancing user connectivity and performance.
- Offered robust system support, effectively troubleshooting user issues and delivering tailored application consultancy.

IT Support Senior Administrator

Jan 2015 — Oct 2017

➤ **SUPREME FUEL (UN MISSION)**

Bamako, Mali

- Administer Microsoft 365 tenant including Exchange, Skype, and SharePoint
- Manage user accounts, permissions, and security groups via Azure AD
- Conduct mail migrations from on-premises Exchange to Microsoft 365
- Automate daily tasks using PowerShell
- Provide Level 2/3 support for end-user issues on Windows and Microsoft 365
- Spearheaded IT network and connectivity management across multiple international sites (Mali, Ivory Coast, Liberia), ensuring reliable infrastructure and minimal downtime.
- Provided expert technical oversight and mentorship to local ICT Assistants, building a capable and responsive regional support team.
- Delivered comprehensive first-line IT support via in-person, phone, and email channels locally and remotely ensuring high user satisfaction and continuous operations across all offices.

IT Support Administrator

Jun 2013 — Dec 2014

➤ **SUPREME GROUP (UN MISSION)**

Bamako, Mali

- Delivered expert-level Tier 2 technical support to end users, maintaining adherence to strict Service Level Agreements (SLAs).

- Provided comprehensive first-line support via in-person, phone, and email channels locally and remotely ensuring smooth IT operations and end-user satisfaction.
- Mentored and supported local ICT Assistants, enhancing technical capability and regional IT responsiveness.
- Collaborated with Global IT and Regional leadership to refine support processes and tools, driving operational efficiency and continuous improvement across teams.

IT Technician

Jun 2009 — Feb 2010

➤ ISLAM PRODUCTION (Internship)

Accra, Ghana

- Expertly provided troubleshooting solutions for software, hardware, and network issues, enhancing system reliability for departmental operations and console operators.
- Implemented advanced assessment and analytical strategies, driving the attainment of departmental objectives through technological excellence
- User onboarding/offboarding
- Email migration and hybrid deployments
- ITIL-based incident and change management

EDUCATION

University of Ghana

2008 — 2012

Accra, Ghana | Bachelor of Science in Information Technology with a focus on Computer Information Systems, featuring certifications from CompTIA, Cisco, and Microsoft (2008-2012).

ICM (Institute of Commercial Management)

2008 — 2009

Accra, Ghana | Associate of Science in MODERN ENGLISH COURSE (UK - LONDON)

Aptech-India / Ghana

2008 — 2009

Accra, Ghana | Associate of Science in SOFTWARE APPLICATIONS

Wisak-Institute

2009 — 2010

Accra, Ghana | Associate of Science in A+ HARDWARE

Sakacom-Institute Ghana

2009 — 2010

Accra, Ghana | Associate of Science in N+ NETWORKING AND SERVER MANAGEMENT

International Koffi Annan Center

2010 — 2011

Accra, Ghana | Associate of Science in ADVANCED LEVEL IN NETWORKING

J-Prompt institute of Technology

2011 — 2012

Accra, Ghana | Associate of Science in GRAPHIC DESIGN MANAGEMENT

ThingTank Learning**2022 — 2023**

Remote, India | Associate of Science in CCNA

NSE Institute**2022 — 2024**

Remote, USA | Associate of Science in NSE 2 CERTIFIED (NETWORK SECURITY ASSOCIATE)

PMI**2020 — 2023**

Remote, USA | Associate of Science in PROJECT MANAGEMENT PROFESSIONAL

HRD QATAR**2023 — 2025**

Doha, Qatar | Associate in CUSTOMER SERVICE MANAGEMENT

ACHIEVEMENTS

- Cisco Certified Network Associate (CCNA) Routing & Switching / Enterprise
- CompTIA Network+, Fortinet NSE, AWS Certified Advanced Networking.

CERTIFICATIONS AND LICENSES

- Cisco Certified Network Associate (CCNA),
- Microsoft Certified System Administration (MCSA),

REFERENCES

Tony John
ECO FUEL FZE (HEAD OF IT)
Email: tony.john@ecofuel-group.com

HUW JONES
ECO FUEL FZE (GM)
Email: huw.jones@ecofuel-group.com

PAUL EDWARDS
SUPREME GROUP (GENERAL
MANAGER)
Email: paul.edwards@supreme-group.net