

ABDULMALIK AL-ZAMIL



Network Engineer

alzamil_outlook.com | +966566134355 | Saudi Arabia

SUMMARY

IT professional with ~6 years in enterprise support and campus networking. Strong hands-on experience with Cisco Catalyst and Huawei routing/switching, TCP/IP, OSPF, and incident resolution end-to-end. Delivered infrastructure projects (meeting-room AV, access control, UPS, CCTV) and administers Windows Server and Linux in production.

WORK EXPERIENCE

Technical Support Specialist 2019 – Present Saudi Electronic University (SEU)

- Troubleshoot system and network incidents; restored services within SLAs and documented root-cause and fixes.
- Administered campus IP network (200+ endpoints); operated and maintained Cisco Catalyst switches and Huawei routers/switches.
- Configured and maintained VLANs, access/trunk ports, and user access controls to ensure secure segmentation.
- Installed and upgraded Windows Server and Linux; managed antivirus updates and patching.
- Provisioned new users and managed permissions and password policies across domains and systems.
- Led infrastructure projects: meeting-room AV upgrades, access-door installations, UPS deployments, and Huawei switching/routing rollout.
- Evaluated new technologies for performance/compatibility; produced SOPs and knowledge-base articles.

Computer Trainer 2018 Jordanian International Group Higher Institute for Training

- Delivered training to mixed-level cohorts; developed materials and assessed progress.
- Taught MS Office (Word, Excel, PowerPoint, Access, Outlook) and basics of resolving common network issues.

MEMBERSHIP

Specialist Member (Computer Science) Saudi Council of Engineers (SCE)

EDUCATION

B.Sc. in Engineering – Computer Science 2017

- Computer Science, Kookmin University (Electrical Engineering & Computer Sciences College), South Korea
- GPA: 3.6/4.50

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COURSES

Diploma in Technical Support, College of Technology at Al-Majma'ah <ul style="list-style-type: none">• College of Technology at Al-Majma'ah	2011
Cyber Security Track (SDA Camp) Saudi Digital Academy <ul style="list-style-type: none">• Network & security fundamentals; hands-on labs.• Firewalls/IDS basics and secure configuration.	2021
Cybersecurity Incident Response Analysis stc <ul style="list-style-type: none">• Incident response lifecycle: triage, evidence, reporting.• Log analysis and escalation procedures.	2021
Information Security Fundamentals Institute of Public Administration (IPA) <ul style="list-style-type: none">• Security principles, access control, risk basics.• Policies, awareness, and technical controls.	2020
Computer Technical Support Institute of Public Administration (IPA) <ul style="list-style-type: none">• PC/OS troubleshooting and ticketing within SLAs.• Imaging, peripherals, and end-user support.	2020
Autopsy Basics & Hands-On Workshop <ul style="list-style-type: none">• Digital forensics intro using Autopsy.• Case setup and evidence triage.	2020
Cybersecurity Risk Management Professional Training <ul style="list-style-type: none">• Risk identification, assessment, and mitigation plans.• Mapping controls to frameworks.	2025
Personal Data Protection Professional Training <ul style="list-style-type: none">• Data privacy principles and lawful processing.• Basics of compliance and incident handling.	2025
Digital Transformation Professional Training <ul style="list-style-type: none">• Transformation concepts and enterprise impact.• Process digitization and change enablement.	2025

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Digital Transformation Fundamentals Institute of Public Administration (IPA) <ul style="list-style-type: none">• Concepts, enablers, and public-sector use cases.• KPIs and governance basics.	2022
Artificial Intelligence — Camp Professional Training <ul style="list-style-type: none">• Applied AI foundations.• Problem-solving projects.	2020

KEY SKILLS

- Cisco Catalyst Switching
- Huawei Routing & Switching
- TCP/IP
- IP Addressing & Subnetting
- OSPF
- VLANs & Trunking
- LAN/WAN Support
- Network Troubleshooting
- Root-Cause Analysis (RCA)
- Incident Management
- Windows Server Administration
- Linux Administration
- User Provisioning & Permissions
- Access Control Systems
- CCTV Systems
- UPS Systems
- Antivirus Deployment & Patching
- Network Documentation & SOPs
- Technology Evaluation & Testing
- Python (Scripting)
- MySQL (Basics)
- Customer Service & Communication

LANGUAGES

- English
- Korean
- Arabic