

# Tarek Abaz

IT Infrastructure Manager | Hosting Platforms, Servers & Technical Operations

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IT Infrastructure and Systems Engineer with experience in Linux server administration, virtualization, web hosting, and enterprise applications. Skilled in managing hosting platforms, Proxmox environments, DNS, email services, backups, and technical operations. Experienced in deploying and supporting Odoo, Nextcloud, WordPress, and web-based solutions. Proven ability to lead technical teams, optimize infrastructure performance, and provide strategic technical consulting. Passionate about building reliable, secure, and scalable IT systems while delivering efficient solutions that support business growth and operational excellence.

## Professional Experience

Dec 2023 – Present

### Senior Web Developer

*Al Maram Hosting and Design Company*

- Website Development and Construction Specialist for Clients
- Customer Relationship Management along with all issues related to clients' websites.
- Worked with the data analysis team to develop sales targets based on extensive market research and analysis.

### Key Achievement

Enhancing the speed of design delivery, customer satisfaction, and increasing

### IT Manager

*UK Speed Company for Web Hosting and Servers*

- Responsible for the company's servers, protecting them from shutdowns or issues, and monitoring them.
- Resolving website and hosting issues, in addition to email errors, and following up with clients to ensure service quality and continuity.

### Key Achievement

Over a period of six months, I monitored and resolved issues for 150 clients and managed the servers to ensure continuous and problem-free operation.

Jan 2023 – Present

2024-10 - present

### IT Support Manager

*Al-Khafaji Group (16 Companies)*

Responsible for all technical aspects and technical support for employees across the group. My responsibilities include data and file management, as well as the installation and maintenance of the Odoo system.

I supervised the computers and implemented strict security measures to ensure the protection of the founder's data and maintain confidentiality. I also developed and executed a comprehensive security approach for computers and networks, including antivirus, access control, and data encryption. Key Achievements: Successfully improved system performance by installing and maintaining Odoo, leading to increased workflow efficiency among employees.

Provided technical support to over 45 employees, which contributed to reducing downtime and increasing productivity.

Developed user manuals and training tools that helped employees understand how to effectively use IT tools, including Excel.

Oversaw the follow-up and maintenance of computers, which contributed to reducing technical issues and improving the work environment. Implemented a comprehensive security approach to protect the founder's data, which helped reduce risks associated with cyber threats.

2025-02 - present

### **IT Support Manager**

*Al-Fursan Power Company – United Arab Emirates*

Professional Experience: Key Responsibilities & Achievements

- **Cross-Functional Collaboration:** Acted as a strategic liaison between departments and clients to streamline communication and ensure project alignment.
- **Web Management & Optimization:** Orchestrated company website operations, ensuring seamless performance through proactive content updates and rapid technical troubleshooting.
- **Infrastructure Development:** Engineered and scaled the company's digital infrastructure, significantly enhancing operational efficiency and daily workflows.
- **Innovative IT Solutions:** Designed and implemented cutting-edge IT strategies tailored to meet the evolving needs of diverse internal departments.
- **System Reliability:** Monitored system health and maintained a high uptime by resolving critical technical issues with minimal disruption to business continuity.

2026-02 - present

### **Technical Consultant**

*Digital Transformation Team – Ministry of Labor and Social Affairs – Syria*

Professional Responsibilities & Strategic Achievements

- **Infrastructure Deployment:** Spearheaded the architecture and deployment of a dedicated ministry server, facilitating the seamless integration and hosting of mission-critical applications.
- **System Administration & Security:** Managed enterprise email systems and web platforms, implementing robust security protocols to guarantee 24/7 availability and data integrity.
- **Digital Collaboration Solutions:** Deployed and optimized Nextcloud to streamline internal file sharing and collaborative workflows, significantly enhancing organizational productivity.
- **Strategic IT Consulting:** Provided expert technical consultancy to align IT infrastructure with the ministry's Digital Transformation roadmap and long-term strategic goals.
- **Operational Resilience:** Maintained a secure and high-performing IT environment through proactive monitoring and rigorous system audits to ensure business continuity.

2023-06 - present

### **Technical Consultant / IT Manager**

*forsan-alkhair Falcons International Company – Trade, General Contracting, Transportation, and Multi-Services – Syria*

Professional Responsibilities & Achievements

- **Centralized Data Management:** Engineered and deployed a dedicated file server, streamlining cross-departmental data sharing and improving information accessibility.
- **Web & Communication Governance:** Administered the company's web presence and enterprise email systems, ensuring maximum uptime and robust security compliance.
- **Infrastructure Optimization:** Proactively maintained and upgraded digital infrastructure to ensure peak system performance and scalability.
- **Workflow Digitalization:** Empowered internal digital workflows by integrating innovative IT solutions and optimizing resource allocation.
- **Technical Advisory:** Delivered strategic technical consulting across departments, safeguarding business continuity and reinforcing data protection protocols.

## Education

### Bachelor's Degree in Communication Engineering Tishreen University, Latakia

Relevant Coursework: - Digital Networks - Information Technology - 2024  
Management

- Web Development

- Database Design and  
Management

- Network Security

- Programming Languages  
(Python, PHP, JavaScript)

## Technical Skills

### Infrastructure & Systems Administration

- Linux Administration (Ubuntu, CentOS)
- Windows Server Administration
- Active Directory & Group Policy Management
- Server Deployment & Lifecycle Management
- DNS, DHCP, SSL/TLS Management
- Email Services & Mail Server Administration
- Backup & Disaster Recovery Planning
- System Hardening & Security Management
- Technical Documentation

### Virtualization & Cloud Platforms

- Proxmox VE Administration
- Proxmox Cluster Management
- VMware ESXi
- Cloudflare Management
- CDN & DNS Security
- Reverse Proxy Configuration

### Networking & Security

- MikroTik Administration
- Routing & Switching
- VLAN Design & Management
- VPN Deployment & Administration
- WireGuard VPN
- Firewall Management
- Network Monitoring & Troubleshooting
- TCP/IP Networking

### Monitoring & Automation

- Zabbix Monitoring

### Enterprise Applications

- Odoo Administration
- Odoo Infrastructure Management
- Module Configuration & Maintenance
- Nextcloud Deployment & Administration
- Storage Management
- Business Collaboration Platforms

### Hosting & Web Infrastructure

- cPanel
- WHM
- Plesk
- WHMCS Administration & Automation
- Apache Web Server
- Nginx Web Server
- Website Hosting Infrastructure
- Domain & DNS Management
- SSL Certificate Management

### Web Technologies

- PHP
- Laravel Framework
- WordPress Administration
- WordPress Security & Optimization
- HTML5
- CSS3
- JavaScript
- Bootstrap

### IT Operations & Support

- Technical Support Management
- Incident Management
- Ticketing Systems
- Customer Support Platforms
- IT Infrastructure Planning
- Technical Consulting
- Team Leadership
- Microsoft Office Suite

## KEY PROJECTS

### Government Network Infrastructure Management

- Participated in managing and maintaining large-scale government network infrastructure, ensuring service availability, stability, and operational continuity.

### Critical Network Incident Resolution

- Diagnosed and resolved major network outages and Layer 2 loop issues affecting large numbers of users, minimizing downtime and restoring services efficiently.

### Proxmox Virtualization Cluster Deployment

- Designed, deployed, and maintained Proxmox VE virtualization environments and clusters for hosting critical business applications and services.

### Large-Scale Email Migration Projects

- Successfully migrated hundreds of email accounts between hosting platforms while preserving data integrity and minimizing service interruption.

### Email Systems Troubleshooting & Deliverability

- Resolved complex email delivery issues involving DNS, SPF, DKIM, DMARC, SMTP routing, and mailbox synchronization across multiple environments.

### Hosting Infrastructure Management

- Managed hosting environments supporting more than 100 websites, including DNS management, SSL deployment, performance optimization, and security hardening.

### Odoo ERP Infrastructure Deployment

- Deployed and maintained Odoo ERP environments, ensuring system availability, performance, backup, and disaster recovery readiness.

### Cloudflare & Web Security Optimization

- Implemented Cloudflare services including DNS management, CDN optimization, caching, DDoS protection, and web application security improvements.

## KEY ACHIEVEMENTS

- Managed and maintained Linux servers, hosting infrastructure, and business-critical services.
- Designed and administered Proxmox virtualization environments and virtual server deployments.
- Diagnosed and resolved complex network issues including DHCP failures, APIPA addressing problems, VLAN misconfigurations, and Layer 2 loops.
- Managed MikroTik network infrastructure, VPN connectivity, routing, switching, and network security policies.
- Successfully migrated and synchronized large numbers of email accounts between hosting platforms while maintaining service continuity.
- Resolved advanced email delivery issues involving SPF, DKIM, DMARC, DNS, SMTP routing, and mailbox synchronization.
- Implemented Cloudflare solutions for DNS management, CDN acceleration, SSL protection, caching optimization, and DDoS mitigation.
- Managed hosting environments, SSL certificates, backups, disaster recovery procedures, and infrastructure security hardening.
- Provided technical consulting and infrastructure planning support for organizational and government-related technology initiatives.

## language

- English
- arabic