

Bashar A. Hamdan

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Objective	To utilize my experience and training in a challenging and rewarding network administration role.	
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Education	Master of Business Administration (MBA)	(2007-2009)
	Cleveland State University, Cleveland, OH	
	Computer Science Bachelor of Science (BS)	(1996-1999, 2006)
	West Virginia Wesleyan College, Buckhannon, WV	
	International Baccalaureate (IB)	(1994-1996)
	Armand Hammer United World College, Montezuma, NM	
	MCSE and MCSA: Messaging on Windows Server 2003 and 2000. Full training listed next page	

Work History	Systems Specialist II, Domino and Windows Administrator: System Administration Services Jones Day: Cleveland, OH	
2001 – Now	<p>Systems administrator for: Lotus Domino running on Windows and Solaris, Microsoft Windows Active Directory network, Citrix, RSA, Interwoven, Black Berry, Netware and other platforms.</p> <p>Provide a one stop escalation point for the Help Desk and technology support personnel in over 20 Jones Day offices for a variety of applications and administrative tasks during 2nd shift.</p> <p>Participate in establishing and enforcing Domino standards, policies and procedures. Management and administration of Domino messaging, email flow, applications and databases. Assist in server/client migration and infrastructure updates and patches.</p> <p>Daily administration tasks include creating databases, ACLs, user and group maintenance, server troubleshooting and email delivery, spam control and creating detail oriented admin documentation.</p> <p>Effectively communicate with team members and others to ensure system functionality and uptime.</p>	
1999 – 2001	Help Desk Customer Service Rep. Level II: Jones Day, Reavis & Pogue: Cleveland, OH <p>Served as a lead Help Desk team member in a large international law firm. Provided phone support with over 20 help desk consultants in a 24/7 high-pressure/volume technical environment. Utilized expert level training for word processing with Microsoft Word/Office, WordPerfect, and law applications. Resolved issues by successful communication with other technology groups. Created online knowledge base documentation and composed common issue standard quick resolutions. Developed training agenda, assisted in evaluating, interviewing and training new help desk agents.</p>	
1998	Jr. System Administrator / Web Master : Tuthill Corporation: Hansen Coupling: Berea, OH <p>NT Server and LAN clients support in SAP R/3 environment on Compaq hardware and HP printers. Maintained Intranet Help Desk database and documented system procedures. Installed web server and website. Assisted with backups, Telephone PBX, Voice Mail system and JAZZ 2000 ACD.</p>	
1996 – Now	Computer Technical Support Consultant: Huda Tech, Bashsoft Technology: Cleveland, OH <p>As a consultant I meet with clients to assess job needs and recommend technology configuration purchases and create documentation and train clients. I provide onsite installation, upgrade and support services. Manage client networks, policies, domains, and backups.</p> <p>Volunteer work at schools and nonprofit organizations includes setup of network infrastructure and services including wireless, computer labs, hardware/software maintenance and training classes.</p>	

Certifications, Computer Courses and Information Technology Training

Microsoft Corporation Certifications:

MCSE 2003, MCSE 2000, MCSA: Messaging 2003 / 2000

Microsoft Certified Systems Engineer on Windows Server 2003
Microsoft Certified Systems Administrator Windows Server 2003
MS Certified Systems Admin Windows Server 2003: Messaging

Microsoft Certified Systems Engineer on Windows 2000
Microsoft Certified Systems Administrator on Windows 2000
MS Certified Systems Administrator Windows 2000: Messaging

Microsoft Certified Professional

New Horizons Computer Learning Center: Citrix Authorized Learning Center (Garfield Heights, OH)

Citrix Official Course CTX- 1222 April 24, 2003 (4 Day)
Citrix MetFrame XP for Windows Administration with FR2

Citrix Official Course CTX- 2622 May 28, 2003 (3Day)
Citrix MetFrame XPe for Windows Enterprise Management

Citrix Official Course CTX- 7130 May 30, 2003 (2 Day)
Citrix NFuse Classic Admin w/ Enterprise Services for NFuse

New Horizons Computer Learning Center: Microsoft Certified Technical Training Center (Garfield Hts, OH)

Microsoft Official Course 2151 March 12–14, 2003 (3 Day)
Windows 2000 Network and Operating Systems Essentials

Microsoft Official Course 2126 May 12– 16, 2003 (5 Day)
Managing a Windows 2000 Network Environment

Microsoft Official Course 2272 May 19–23, 2003 (5 Day)
Implementing and Supporting Microsoft Windows XP Pro

Microsoft Official Course 2152 June 2–6, 2003 (5 Day)
Implementing Microsoft Windows 2000 Pro and Server

Microsoft Official Course 2153 June 9–13, 2003 (5 Day)
Implement Microsoft Windows 2000 Network Infrastructure

Microsoft Official Course 2154 June 16–20, 2003 (5 Day)
Implementing & Admin Windows 2000 Directory Services

New Horizons Official Course June 23–27, 2003 (5 Day)
Linux – System Administration (Featuring Red Hat 7/8/9)

Microsoft Official Course 1562 June 30– Jul 3, 2003 (4 Day)
Designing a Win 2000 Networking Services Infrastructure

Microsoft Official Course 2274 March 22–26, 2004 (5 Day)
Managing a Microsoft Windows Server 2003 Environment

Microsoft Official Course 2277 April 12–16, 2004 (5 Day)
**Implementing, Managing and Maintaining a Microsoft Win
Server 2003 Network Infrastructure Network Services**

Microsoft Course 2279 May 03-07, 2004
Plan / Implement / Maintain Server 2003 Active Directory Inf

Microsoft Course 2275 May 10-12, 2004
Maintaining a Microsoft Windows Server 2003 Environment

Microsoft Course 2276 May 13-14, 2004
Implement Win Server 2003 Network Infrast.-Network Hosts

CISCO Official Course May 17-21, 2004
Interconnecting Cisco Network Devices (ICND)

Microsoft Course 2400 May 24-28, 2004
Implementing & Managing Microsoft Exchange Server 2003

CISCO Official Course June 08-11, 2004
Building Scalable Cisco Internetworks (BSCI)

EC-Council Course July 19-23, 2004
Certified Ethical Hacker

Microsoft Course 2124A Dec 06-10, 2004
Introduction to C# Programming for Microsoft .NET Platform

Learning Tree International (New York, NY)
Apache Web Server: Hands On July 8-12, 2002, Course 235

Certified netViz 6/3D Admin Training Summer, 2002

Certified Interwoven WorkSite 7 Admin 2002 / 2003

Com Doc (Clev, OH) / IBM Authorized Trainer

**VMware Official Training: Virtual Infrastructure 3: Operations
ESX Server 3.0 and VirtualCenter 2.0** Fall 2007

IBM Lotus Domino 7 Training (5 Day) Spring 2006

November 5-9, 2001 IBM Course SA900: Lotus Notes
Implementing and Maintaining a Domino Infrastructure

Cleveland State University: Division of Continuing Education (Cleveland, OH)

TCP/IP and Communication Protocols	July 7-28, 1998
Enterprise Security Fundamentals	July 20, 2000
CISCO Switching, Routing and Protocols	July 22 & 29, 2000
Internet Access Apps that Connect to a DB	September 15, 2000
Local Area Networks	October 28, 2000
Wide Area Networking	Oct. 31 – Nov. 28, 2000

Cleveland State University (1998): Cleveland, OH
Database Concepts, Structured Systems Analysis, OS, Graphics

West Virginia Wesleyan College (1996-1999, 2006):

Programming, Advanced Programming, Assembly Language and
Microprocessor Architecture, SNMP, Software Engineering