



# Mohammed Rahhal

IT Specialist | IT Operations Specialist | Technical Support Engineer

## Who am I

Results driven IT Operations professional with extensive experience in 24x7 monitoring environments, incident management, and infrastructure support. Proven ability to maintain high system availability while adhering to strict SLA requirements and operational procedures. Experienced in network health monitoring, incident classification, and coordination of technical resolution teams during system emergencies.

## Experience

### Tech Domain

May 2025 - Today  
Zürich, Switzerland

### Network Support Engineer

- Established comprehensive network health monitoring protocols and implemented NOC screen hardware solutions
- Led network infrastructure migration projects with zero downtime through proactive monitoring and incident management
- Coordinated technical bridge calls during system outages and maintained accurate documentation of all actions
- Achieved system uptime through continuous monitoring and rapid incident response

### Options Technology

August 2025 - October 2025  
Zürich, Switzerland

### Technical Support Engineer

- Maintained system uptime through proactive monitoring and regular maintenance activities
- Implemented robust incident management processes with strict adherence to SLA requirements
- Diagnosed and resolved complex technical issues following documented procedures and escalation guidelines
- Optimized system performance through strategic monitoring and configuration management
- Conducted thorough incident documentation and shift handovers ensuring operational continuity

### Trust Insurance Company

March 2022 - August 2024  
Bethlehem, Palestine

### IT Specialist

- Implemented cybersecurity monitoring protocols and conducted comprehensive risk assessments
- Enhanced network security configurations and maintained firewall monitoring systems
- Provided 24x7 technical support for hardware, software, and network infrastructure
- Developed incident response procedures and maintained accurate system documentation
- Managed desktop device lifecycle monitoring and system optimization strategies

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Switzerland

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**Birthday**  
02.06.1997

**Residence permit**  
Aufenthaltsbewilligung B

**Marital status**  
Married

**Nationality**  
Palestinian

**Links**  
Personal Site  
LinkedIn  
GitHub

**Languages**  
Arabic - MotherLanguage

English - Fluent

French - Intermediate

Spanisch - Intermediate

German - Conversational

## Technical Expertise

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**Monitoring & Operations:** Event correlation, alert classification, priority assessment, and performance monitoring

**Infrastructure:** Linux, Windows, Network Architecture, Active Directory, Security Configuration

**Security:** Firewall Monitoring, Risk Assessment, Threat Analysis, Security Best Practices

**Tools:** Splunk, Jira, AWS, Azure, Google Cloud

**Programming & Development:** Python, C++, C#, Typescript, JavaScript, React, Rust, HTML5, PHP, SQL, MongoDB, Authentication, Encryption, Cybersecurity Tools

**DevOps & Cloud:** Docker, Kubernetes (CKA Certified), Digital Ocean, AWS, Azure, Google Cloud, Network Architecture, Cloud Computing, CI/CD: Jenkins, GitHub CI/CD

**System Administration:** Linux, Windows, Mac OS, Active Directory, Network Security, Firewall Configuration, Splunk, Jira, Threat Analysis, Risk Assessment

## Core Competencies

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- **24x7 Monitoring Operations:** Event monitoring, alert verification, false positive identification, and correlation analysis
- **Incident Management:** Rapid diagnosis, resolution, and escalation of technical incidents with comprehensive documentation
- **System Administration:** Linux/Windows infrastructure, network security, firewall configuration, and performance optimization
- **Tools & Platforms:** Splunk, Jira, Active Directory, TrueSight
- **Methodologies:** ITIL practices, SLA compliance, business impact assessment, and audit-ready documentation
- **Shift Operations:** Experience with rotating shift schedules, weekend coverage, and night shift availability

## Featured Projects

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### Advanced Cybersecurity Tool - [GitHub](#)

- Developed comprehensive penetration testing and vulnerability scanning tool in Python
- Integrated threat detection capabilities and security assessment functionalities
- Demonstrates advanced cybersecurity knowledge and practical security engineering skills

### AI-Powered Todo Application - [GitHub](#)

- Built AI-powered task management application with task prioritization and activity prediction
- Implemented machine learning features for intelligent task management
- Showcases AI/ML integration and modern web application development

### Real-Time Options Ticker - [GitHub](#)

- Developed high-performance Rust application for real-time financial data processing
- Implemented asynchronous programming for efficient data handling and display
- Demonstrates systems programming expertise and performance optimization

### Scientific Calculator - [GitHub](#)

- Created comprehensive C++ scientific calculator with advanced mathematical computing capabilities
- Implemented clean architecture and robust error handling for complex calculations
- Highlights strong C++ programming fundamentals and software design principles

### Personal Portfolio Website - [mocipher.com](http://mocipher.com)

- Built modern, responsive personal website with admin panel using Cloudflare Pages and Workers
- Implemented comprehensive API endpoints for content management using Cloudflare KV storage
- Deployed static site with serverless backend, demonstrating cloud architecture expertise
- Features include admin panel, blog with markdown support, timeline, and social media integration

## Certifications

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Pearson	●	Kubernetes Administrator (CKA)
University of London	●	Object Oriented Programming
IBM	●	IBM Ethical Hacking with Open Source Tools
Google	●	Google Data Analysis with Python
Google	●	Google Cybersecurity Professional
Google	●	Google IT Support Professional
Microsoft	●	Microsoft IT Support Specialist Professional

## Education

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<b>BC3</b> August 2018 - December 2019 Butler, PA, USA	●	<b>General Studies Path to Computer Science</b> <ul style="list-style-type: none"><li>• 34 Credits towards Computer Science Degree</li><li>• Honors: President's List</li></ul>
<b>Al Quds - Bard College</b> August 2015 - May 2017 Jerusalem, Palestine	●	<b>Computer Science</b> <ul style="list-style-type: none"><li>• 68 Credits towards Computer Science degree</li><li>• Software development and system architecture</li></ul>
<b>Collège des Frères</b> January 2013 - May 2015 Bethlehem, Palestine	●	<b>Technology &amp; Human Science Diploma</b> <ul style="list-style-type: none"><li>• Graduated with distinction (Score: 89/100)</li></ul>

## Professional References

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Available upon request