# Ralph Ghawi

**Email**: ralph@ghawi.me
**Mobile**: +961 3 518257

---

## PERSONAL DATA

Date of birth: 3 February 1983.
Nationality / Marital Status: Lebanese, Married.
Languages: Arabic (Native), English (Excellent), French (Good).
Hobbies & Interests: Camping, Arduino Automation Projects (Home, Solar & Irrigation Control).

## PROFESSIONAL SUMMARY

IT Infrastructure and Systems Professional with 20 years of experience in systems administration, virtualization, networking, and cloud technologies. Proven expertise in Windows and Linux environments, Active Directory, Microsoft Exchange, Microsoft 365, Azure, VMware (ESXi/VCenter), Hyper-V, and failover clustering. Skilled in designing and optimizing LAN and network architectures, implementing secure VPNs, VOIP systems (FreePBX, Grandstream, 3CX), and managing UTMs and firewalls including FortiGate, Cyberoam, Juniper, and Mikrotik. Experienced in LAMP stack administration, IoT and MQTT integrations, and automation projects. Recognized for delivering reliable, scalable, and secure infrastructure solutions that enhance business continuity and performance across multi-site organizations.

## KEY SKILLS

- Infrastructure: Windows Server, Active Directory, DNS, DHCP, GPO, IIS, Linux Servers.
- Virtualization: Hyper-V, Failover Clustering, VMware ESXi/VCenter, Docker Containers.
- Cloud Platforms: Microsoft 365, Azure AD, Exchange Online, OneDrive, Google Workspace.
- Networking & Security: FortiGate, Mikrotik, Juniper, VPN (L2TP/IPsec), Web Application Firewall (WAF).
- VOIP Systems: Asterisk, FreePBX, Grandstream, 3CX.
- Automation & Development: PowerShell, PHP, MySQL, LAMP Stack, IoT, MQTT.
- Leadership: Project Planning, IT Operations Management, Team Mentoring, Quality Control.

## EDUCATION

2003-2007    "Informatique de Gestion" TS3 – Institute of Tourism – Lebanon.

## CERTIFICATIONS

2023          Microsoft 365 Certified: Enterprise Administrator Expert (Renewed 2025).
2023          Microsoft 365 Certified: Messaging Administrator Associate.
2010-2019   ITIL4 Foundation (2019) – VMWare VSP4 (2010) – VMWare VTSP4 (2010).

## EXPERIENCE

**11/2022-Present   Senior Product Consultant – Midware Data Systems (Lebanon – Corniche Al Naher)**
Midware Data Systems delivers advanced IT infrastructure and cloud solutions across multiple industries.
**Key Responsibilities:**
- Implement, troubleshoot, and migrate virtual machines (V2V/P2V) on Hyper-V.
- Design, deploy, and maintain Hyper-V Failover Clusters for high availability.
- Manage Azure and Microsoft 365 environments, including migrations from on-premises Exchange, IMAP, and Hyper-V.
- Provide consultancy on ransomware protection, penetration prevention, and data resilience strategies.
- Configure and enforce Group Policy Objects, user access policies, and security baselines.
- Implement and manage WAF and security hardening for Microsoft workloads.
- Troubleshoot Active Directory replication, Windows Server boot, and disaster recovery.
- Perform DNS and SSL/TLS certificate configuration and management tasks.

**Reference:        Name:          Mr. Samir Estephanos**
**Position:        Technical Manager**
**Contact:        +961 3 322 464**

**04/2019-10/2022   Senior System and Network Administrator – YARED (Lebanon – Zalka)**
Yared Group is a leading supplier of building materials and oil & gas equipment, heavily reliant on a robust IT infrastructure to support business operations.
**Key Responsibilities:**
- Managed and administered Office 365, Active Directory, and Domain Controllers.
- Planned and executed server migrations from physical to virtual and cloud environments.
- Implemented and maintained VPN solutions and remote access policies to support Work-from-Home operations.
- Deployed and managed VOIP PBX systems (FreePBX/Grandstream).
- Secured the network using Mikrotik firewall, enforcing access control and traffic policies.
- Defined and implemented IT standards and onboarding procedures for new employees.
- Procured and maintained IT hardware and infrastructure components according to company needs.

**Key Achievement:** Successfully led the relocation of YARED's IT infrastructure to a new site with minimal downtime by migrating core services and telephony to the cloud. Designed and deployed a cloud-hosted PBX and VPN solution, enabling seamless remote access and mobile extensions that replicated the in-office experience for all employees.

**09/2016-03/2019   Team Leader – DOT - CompuLife (Lebanon – Ain el remmaneh)**
CompuLife, a leading IT solutions provider and partner of HP, Samsung, and Microsoft, delivers datacenter, networking, and cloud solutions for enterprise clients.
**Key Responsibilities:**
- Led infrastructure projects and supervised technical teams to ensure quality delivery.
- Assessed client environments and proposed cost-effective upgrade and migration plans.
- Managed cloud migrations: Exchange to M365, file servers to OneDrive, and web servers to cloud hosting.
- Configured FortiGate/Mikrotik firewalls, VPN tunnels, VLANs, and bandwidth protection against DNS/DoS attacks.
- Deployed and managed VOIP (FreePBX, Grandstream) and Dorlet Access Control systems.

**Key Achievements:**
Led multiple high-impact projects such as Poultec, Thakanit al Helou, and ISF's Makhfar Ramle el Bayda & Raouche facilities:
- Designed and implemented structured cabling across multi-floor buildings with fiber interconnects and VLAN segmentation (Access Control, CCTV, Network, VOIP).
- Integrated FortiGate firewalls with government infrastructure for secure data exchange.
- Configured Userful (Linux-based) video wall systems (3×9 displays, 4K streaming, multi-source switching).
- Optimized Poultec's IT and communication systems by configuring load-balanced Mikrotik firewalls, guest wireless networks, and email authentication (SPF, DKIM, DMARC) for improved deliverability.

**01/2016-9/2016   Operations Manager - BTech (Lebanon - Hadath)**
BTech provides professional IT services, outsourcing, and infrastructure solutions.
- Managed a team of six IT technicians, scheduled field visits, and oversaw ticket resolution.
- Handled client accounts, ensured SLA compliance, and proposed IT infrastructure improvement plans.
- Maintained quality control standards and introduced structured service forms and procedures.
- Managed Mikrotik VPN servers interconnecting client sites.
- Provided top-level technical support and assisted the team in advanced troubleshooting.

**Key Achievement:**
Developed and deployed a web-based maintenance management portal (PHP/MySQL on CentOS) integrating ticket tracking, SMS client notifications, performance analytics, and profitability dashboards. Reduced administrative workload by 40% and provided management with real-time visibility over technician productivity and customer satisfaction.

**12/2011-01/2016  Implementation - SPAN-Group (United Arab Emirates)**

SPAN-Group delivers enterprise Fixed Assets Management Systems for major UAE government entities including RTA, Dubai Police, and Abu Dhabi Judicial Department.

- Implemented and supported the company's Fixed Assets Management software for government clients.
- Managed client accounts, coordinated enhancements, and ensured smooth post-deployment operation.
- Supervised inventory teams during labeling and data loading phases to meet project standards.
- Trained end users and ensured compliance with SPAN implementation procedures.
- Performed mid-level database administration (queries, joins, views, triggers, updates, deletes).
- **Key Project:** Developed a custom ASP/MySQL web tool for asset catalog generation, project tracking, and reporting. Added modules for file uploads, bug tracking, and a knowledge base to streamline team operations.

**12/2009-12/2011  Research and Development Manager - Cybertech SAL (Lebanon)**

Cybertech specialized in enterprise IT infrastructure, security, and virtualization solutions.

- Led R&D initiatives to evaluate and implement cost-effective IT technologies and solutions.
- Managed VMware deployment, P2V migrations, and enterprise server maintenance.
- Installed and configured UTMs including Cyberoam, Juniper, FortiGate, and Untangle.
- Implemented Terminal Services using SunRay2 thin clients on Windows Server 2008 R2.
- Handled disaster recovery for HDD failures, data loss, and Exchange corruption cases.
- Configured routing, DNS, VPN, DHCP PXE, and TFTP for enterprise networks.
- Provided advanced technical support for major clients such as Aghasarkissian and Campomatic.
- **Key Project – Aghasarkissian:** Designed and deployed a VMware ESXi infrastructure on an HP Multi-Flex Blade Server hosting a Windows Server 2008 R2 Terminal Services environment with 20 SunRay2 thin clients redirected through Solaris 10. Achieved High Availability and VMotion, enabling zero-downtime live migrations between hosts.

**12/2007-12/2009  Helpdesk Administrator – British American Tobacco (Lebanon)**

British American Tobacco is a leading, multi-category consumer goods business.

- Coordinated IT project implementations for the Lebanon office and regional support operations.
- Led the virtualization of physical servers using Microsoft Hyper-V, optimizing resource use and reliability.
- Ensured IT security compliance across the Levant & Yemen zone, managing backups (Brightstor), Remedy SODA SLAs, and McAfee ePO policies.
- Maintained the IT asset register and ensured service continuity for over 100 local and remote users.
- **Key Project:** Reconfigured WSUS, McAfee SAAS, DHCP, and DNS servers within the new Hyper-V environment to enhance stability and security.

**06/2007-12/2007  Senior Corporate Support – CCS Group (Lebanon)**

CCS Group provides IT infrastructure and support services to corporate clients.

- Implemented and configured Domain Controllers, DHCP, DNS, and VPN (PPTP/L2TP) services.
- Troubleshot complex network and Internet connectivity issues.
- Performed preventive maintenance, disaster recovery, and hardware upgrades for PCs, laptops, and servers.
- Key Project: Connected multiple branches via Mikrotik Wi-Fi bridges (11 Mbps links) and encrypted L2TP VPN tunnels (MPPE128), enabling secure remote access to local servers.

**10/2005-6/2007  Corporate Support – Freelance (Lebanon)**

Provided part-time IT support for several companies (including GROHE ME, Imprimerie Moderne, and DAZ Architects) covering small domain controller setups, network troubleshooting, printer configuration, Mikrotik bandwidth control, and PC/laptop maintenance (hardware & software).