

Rami Al Kanon

IT SUPPORT TECHNICIAN | NETWORK & SYSTEMS

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PROFILE

Dedicated Network Systems Engineering student with hands-on experience in IT support, server administration and application performance management. Skilled in diagnosing technical issues, analysing incident patterns, and maintaining secure and stable systems.

PROFESSIONAL EXPERIENCE

IT Support Technician | Admiral Slots

Mar 2026 – Present

- Provide first, second and third-line IT support, diagnosing and resolving hardware, software, network and system-related issues.
- Use ManageEngine to manage company computers, monitor endpoints, troubleshoot devices and remotely access computers to diagnose and resolve technical issues.
- Use Active Directory to manage user accounts, including resetting passwords, unlocking accounts and assigning users to appropriate security and access groups.
- Troubleshoot and resolve complex technical incidents, escalating issues where required.
- Worked as part of a team using Barracuda Firewall Admin to create and deploy a new firewall service across approximately 300 venue appliances, assisting with the rollout of configuration updates.
- Attended venues with connectivity issues, replacing ADSL routers with an outdoor 4G router at one site and a fibre router at another, restoring and improving connectivity.
- Investigate recurring technical issues and perform root-cause analysis to identify appropriate resolutions.
- Document incidents, troubleshooting steps and resolutions in accordance with IT service management processes.

Owner & Server Administrator | FiveM-GTA Roleplay Server

Jun 2019 – Sep 2023

- Built and configured a FiveM roleplay server from the ground up, achieving nearly 99% uptime through proactive monitoring, updates and system optimisation.
- Implemented cybersecurity measures to prevent cheating, exploits and unauthorized modifications, reducing incidents to near zero.
- Protected against DDoS attacks by applying preventive safeguards and maintaining stable performance during high-traffic events.
- Managed a Discord community of 200+ members, leading moderation, rule enforcement and conflict resolution to maintain a safe and inclusive environment.
- Oversaw all aspects of technical setup, security and community management, developing practical experience in server administration, troubleshooting and leadership.

Junior Data Analyst (Placement) | Durham County Council

Feb – Apr 2024

- Supported IT teams with hardware/software troubleshooting, including Wi-Fi and printer connectivity issues.
- Used SQL to manage and migrate datasets, improving data consistency and process efficiency.
- Enhanced digital records management and collaborated with technical teams on system troubleshooting and optimisation.

Shift Manager / Delivery Driver | Domino's Pizza UK & Ireland Ltd

Mar 2023 – Present

- Managed shift operations delegated technical and administrative tasks and maintained POS system reliability.
- Provided first-line troubleshooting for minor IT issues and network connectivity.
- Delivered excellent customer service while managing time-critical operations.

Door Supervisor | Durham Security Group Ltd

Jul 2024 – Dec 2024

- Ensured venue safety, maintained professional communication and handled incidents calmly and effectively.

EDUCATION

BSc Network Systems Engineering | University of Sunderland | 2024 – 2025

Modules: Modules: Advanced Cyber Security, IT Service Management, Telecommunications, Product Development and Advanced Routing

HNC and HND Computing (Merit) | Sunderland College | 2022 – 2024

Cambridge Technical Diploma ICT (Level 2 & 3) | East Durham College | 2019 – 2021

GCSE Math's, English | East Durham College

CERTIFICATIONS

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| • CompTIA A+ (in progress) | • CCNA (in progress) |
| • MD-102 (in progress) | • MS-102 (in progress) |
| • Microsoft Certified: Azure AZ900 (Jul 2025) | • Network Technician Career Path (Aug 2025) |
| • Ethical Hacker (Aug 2025) | |

TECHNICAL SKILLS

Networking & Infrastructure: LAN/WAN, VLANs, IP Addressing, DHCP, DNS, OSPF, Cisco Packet Tracer, Barracuda Firewall Admin, ADSL, Fibre Broadband, 4G Networking

System Administration: Windows Server, Active Directory, Endpoint Management, Azure Fundamentals

IT Support & Endpoint Management: ManageEngine, Remote Desktop Support, User Account Administration, Password Resets, Account Unlocks, Group Management, Endpoint Troubleshooting

Monitoring & Troubleshooting: Network Monitoring Systems (NMS), Incident Response, Root Cause Analysis

Cybersecurity: Threat Analysis, DDoS Mitigation, Exploit Prevention, ITIL Framework, Vulnerability Assessment

Programming & Databases: SQL, Python, HTML, CSS (Basic)

Soft Skills: Communication, Time Management, Fault Finding, Team Collaboration, Customer Service