MUSTAFA AL MAJED

IT Infrastructure & Network Engineer | Systems Administration

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PROFESSIONAL SUMMARY

IT professional with 10+ years across enterprise networking, firewalls, systems administration, NOC operations and end-user computing, currently with Eskan Bank's IT team. Experienced with Active Directory, Microsoft 365, Cisco networking and Wi-Fi, and supports the Network Manager with switches, servers and basic FortiGate and Palo Alto firewall tasks. Delivered a Windows 11 upgrade of ~180 devices across 3 branches and cut a key subscription renewal from BHD 993 to BHD 248.

CORE COMPETENCIES

Firewall Support (FortiGate, Palo Alto) • Wi-Fi • Switching • Cisco (CCNA) • TCP/IP, DNS, DHCP, VPN, NAT • Windows Server & Active Directory • Microsoft 365 • Core Banking Application Support • ITIL Incident & Request Management • Backup & Disaster Recovery • SolarWinds / Ciena Monitoring • Vendor Management & Cost Negotiation • IT Security Policies & Access Control • Self-hosted Servers & Local AI

PROFESSIONAL EXPERIENCE

IT Support Engineer | Eskan Bank (via Ksoft) Aug 2025 – Present

Key achievements

- **Cost savings:** tracked licence expiries and negotiated renewals with vendors; cut one subscription from BHD 993 to BHD 248 (about 75% saving).
- **Windows 11 upgrade:** organised the upgrade of ~180 devices across 3 branches, personally upgrading most of them, including sensitive departments (Developers, IT Operations, Bank Operations).
- **Firewalls:** assist the Network Manager with basic configuration tasks on the bank's FortiGate and Palo Alto firewalls.
- **Network team support:** assist the Network Manager with side tasks on switches, Wi-Fi and servers.
- **Wi-Fi modernisation:** upgraded, reconfigured and improved the bank's Wi-Fi network; initiated the request for new FortiAP access points.
- **Branch network projects:** contributing to planning and pricing for upgrading the wired network and replacing branch firewalls.
- **Network & telephony works:** followed up with contractors on new network points, network maintenance, and PBX changes and internal modifications.
- **Board meeting room:** assessed and delivered improvements within budget (larger display, audio, camera, smart lighting and curtain control) and follow up on ongoing upgrades.
- **Remote work during the regional crisis:** supported staff working from home when the bank moved to remote work, resolving remote-access and connectivity issues during and after working hours.
- **Starlink installation:** found a practical alternative to a rooftop setup by installing Starlink on the same floor, comparing rooftop rent against rack and cabling costs and following installation best practices.
- **Vendor base:** broadened the bank's supplier list to secure better offers on IT services and equipment.

Day-to-day

- Deliver Help Desk, end-user and core banking application support across branches and departments, including cheque-printing issues for Bank Operations; track tickets under ITIL and keep request flow moving.
- Manage user accounts, access permissions and onboarding/offboarding; maintain documentation, asset records and troubleshooting procedures.

IT Administrator & Business Operations | British Council Jan 2024 – Jan 2025

- Managed IT infrastructure, user access, endpoint support and vendor coordination.
- Coordinated the Windows 10 to 11 migration, device replacement, Wi-Fi improvements and UPS replacement.
- Supported Microsoft 365, meeting-room AV and conferencing systems; ran feasibility assessments for new technology.

NOC Network Engineer | Kalaam Telecom Jul 2022 – Jul 2023

- Monitored enterprise network performance and resolved service-impacting incidents.
- Worked with TCP/IP, DNS, DHCP, VPN and NAT to maintain enterprise customer connectivity.
- Used SolarWinds and Ciena to investigate alarms; supported firewall, VPN and network deployment activities.

IT Specialist | Tourism & Exhibitions (Unicorn Technology) Sep 2021 – Jul 2022

- Provided IT support for events, users and systems; applied security controls to protect systems and data.

IT Support Specialist | Ministry of Works, Municipalities Affairs & Urban Planning (outsourced via Vam Systems) Oct 2018 – Aug 2021

- Managed the IT asset system: inventoried, tracked and followed up all devices across the ministry.
- Took part in the Windows migration across the ministry's users.
- Relocated IT setups for staff under the voluntary retirement programme and reorganised departments' equipment to match their new needs.
- Supported remote work during COVID-19, keeping staff connected and productive from home.
- Supported backup and disaster recovery; improved Help Desk communication using Microsoft Teams and WhatsApp.

ADDITIONAL EXPERIENCE

Media & AV Technical Volunteer | Community Society 2008 – Present

- Run photography, live streaming and audio for events (OBS, PTZ/NDI cameras, Yamaha/Dynacord audio).

Graduation Project | Arab Open University 2017

- Built a donations website and payment system integrated with a Bahraini online payment gateway.

Maraya Computer (Souq Waqif) & WiMAX Broadband Installation for Zain 2007 – 2009

- Hardware repair and PC setup; installed WiMAX broadband for Zain customers, including cabling and network points.

CERTIFICATIONS

- Cisco Certified Cybersecurity Associate — 2025
- Microsoft Azure Training — 2021
- Cisco CCNA Routing & Switching — 2018

EDUCATION & LANGUAGES

- Bachelor of Information Technology — Arab Open University, 2017
- Diploma of Business Information Technology — University of Bahrain, 2013
- Arabic (Native) • English (Professional)