

RAWAD MAROUN

SENIOR IT OFFICER

Lebanon, Beirut | contact@rawadmaroun.com | +96176331299 | www.rawadmaroun.com

Experienced Senior IT Officer with over 4 years of expertise in network security, Microsoft 365 administration, and insurance management systems. Proven expertise in automating workflows, managing backup and disaster recovery, and maintaining endpoint protection. Skilled at streamlining IT operations, enforcing security policies, and supporting business objectives in the insurance industry. Fluent in Arabic, English, and French, with a commitment to delivering reliable, secure, and efficient IT services.

AREA OF EXPERTISE

Automation & Workflow Optimization	Insurance Management Systems	Active Directory Management
VPN Configuration & Secure Remote Access	Backup & Disaster Recovery	Network Security & Firewall Management
	IT Policy Implementation & Endpoint Protection	Microsoft 365 Administration

PROFESSIONAL EXPERIENCE

Senior IT Officer, Adir Insurance

Mar 2025 - Present

- Administered and maintained FortiGate firewalls, configuring VPNs, firewall policies, and monitoring threat prevention to ensure robust network security.
- Administered Microsoft 365 Admin Center and Exchange Online by managing user accounts, permissions, and distribution groups, while configuring mail flow rules and implementing anti-spam and anti-malware protections to ensure secure and reliable email delivery.
- Managed and monitored backup and recovery operations using HP Data Protector, ensuring data integrity and minimizing downtime during incidents.
- Led testing of new IMS features and coordinated resolution of complex bugs and issues to improve system reliability.
- Implemented insurance policy strategies and commissions pyramid structure configurations within the IMS to align with business goals.
- Created, supported and managed Point of Sale (POS) systems, ensuring availability, functionality, and user support.
- Managed GlobalSign SSL certificates and implemented email digital signature (ePKI) solutions to secure systems and enhance communication authentication.
- Updated and enforced IT security policies and procedures, including access controls, patch management, endpoint protection, and BitLocker encryption implementation to safeguard company data and ensure regulatory compliance.

IT Officer, Adir Insurance

Oct 2023 - Feb 2025

- Administered the Insurance Management System (IMS) by managing users, testing features, and resolving bugs to ensure smooth and reliable operation.
- Prepared, configured, and maintained desktops and laptops for employees, ensuring hardware and software readiness and compliance with security standards.
- Managed Active Directory by creating and managing user accounts, assigning permissions, resetting passwords, and maintaining group policies to support secure and efficient user access.
- Developed and maintained automated workflows using Power Automate Desktop to securely deliver critical insurance data and reports to employees, improving timely access and operational efficiency.
- Maintained detailed IT documentation, including system configurations, network diagrams, and user manuals, to support smooth IT operations and audits.
- Tested and validated disaster recovery plans to ensure business continuity and minimize downtime during incidents.

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IT Coordinator, Difco group

Oct 2022 - Sep 2023

- Managed network infrastructure, including Cisco routers, switches, and firewalls.
- Managed Wi-Fi Access points and WLANs using Cisco wireless controller.
- Administered Cisco IP phones using Cisco Unified Communications Manager.
- Managed user's mailboxes using Microsoft 365 admin center and Exchange Online.
- Installed, configured, and maintained Windows Server environments, including Active Directory, DNS, and DHCP.
- Developed custom SharePoint lists and automated workflows using Power Automate to streamline operations.
- Maintained and configured DVRs/NVRs and documented CCTV camera setups for efficient troubleshooting.

IT Intern, Difco group

Jun 2022 - Sep 2022

- Assisted IT manager with hardware and software configuration and maintenance.
- Installed and maintained various printer models and made them shareable on local network.
- Performed regular system backups and documented IT assets.

IT Support Intern, Cashpluslb

Nov 2021 - Mar 2022

- Utilized web-based ticketing systems to manage and resolve support requests.
- Provided technical support for PCs, troubleshooting hardware and software issues.

Full Stack Web Developer Intern, Salem group

Jun 2021 - Sep 2021

- Assisted in developing responsive website layouts using standard HTML/CSS practices.
- Supported back-end development with PHP and MySQL to manage server-side logic.
- Integrated user interface elements created by front-end developers for seamless functionality.

EDUCATION

Master of Science in Computer Science

Oct 2018 - Apr 2021

Lebanese International University

- GPA: 3.96

Bachelor of Science in Computer Science

Oct 2015 - June 2018

American University of Science and Technology

- GPA: 3.7

CERTIFICATIONS

- Google Project Management
- Data Analyst
- CCNA Routing and Switching: Routing and Switching Essentials
- CCNA Routing and Switching: Introduction to Network
- AUST's Entrepreneurship and Innovation Educational Initiative

LANGUAGES

- Arabic (Native)
- English (Fluent)
- French (Fluent)