HAYEL AL-SALAFI

Uniazah | Saudi Arabia | 00966500086801 | h.al.salafi@gmail.com

SUMMARY

Technical Support Specialist, Network Engineer, and Cybersecurity Technician with extensive experience in IT support, network infrastructure, and cybersecurity. I am highly skilled in troubleshooting, risk analysis, and system optimization, with deep expertise in surveillance systems. Proficient in network security, IT process enhancement, and Cisco technologies, with a strong background in cybersecurity frameworks and system administration. Passionate about utilizing technology to enhance business efficiency and security.

EXPERIENCE

Technical Support Specialist

Unaizah Society for Humanitarian Services – Rehabilitation   February 2020 – Present

- Provided technical support and consultancy to team members and stakeholders.

- Designed and implemented computer networks and surveillance systems, improving system security and efficiency.

- Developed and enforced technical specifications to ensure compliance with industry standards.

- Managed and optimized data rooms to enhance performance and reliability.

Technical Systems & Monitoring Officer

Unique-brands – Be Sewaj   February 2024 – Present

- Oversaw technical systems and infrastructure.
- Monitored and repaired security and surveillance systems.
- Managed IT maintenance, optimizing Odoo and SMS on the Unifonic platform.

EDUCATION

Bachelor's degree in computer science

University of the People | Pasadena   Mars 2025

3.70 From 4

CERTIFICATIONS

Certified Cybersecurity Technician (C|CT)

EC -COUNCIL | Cybersecurity Certification Company   Dec 2025

3.70

CCNA Routing & Switching

Cisco| Dec 2025

3.70

Google IT Support Professional Certificate

Google| Dec 2025

COURSES

- Network & Application Security | UoPeople
- HCIA Security | Huawei
- Computer Maintenance A+ | ABAD
- Google IT Support Professional Certificate | Google
- HCIA Datacom | Huawei

SKILLS

- **Technical Support & Troubleshooting**
- **Project Management**
- **Networking & IT Infrastructure**
- **Cybersecurity & Risk Management**
- **Microsoft Office & Productivity Tools**
- **Programming & Web Development**

KEY PROJECTS

- Designed and implemented a scalable network infrastructure and surveillance systems, alongside deploying a Grandstream communication system for the Tahoor Association.

- Developed IT security policies and procedures for the Onaizah Association, ensuring compliance with industry best practices.

ACHIEVEMENTS

- Spearheaded the successful execution of an international conference on audiovisual equipment.
  - Successfully managed multiple IT projects.

LANGUAGES

Arabic: Native

English: