Mohammed Rahhal

TECHNICAL SUPPORT ENGINEER

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Birthday
02.06.1997

Place of birth
Bethlehem

Residence permit
Aufenthaltsbewilligung B

Marital status
Married

Nationality
Palestinian

Links
Personal Site
My Blog
LinkedIn

Skills
Python · 5/5

Who am I

IT Specialist & Support Engineer | Threat Hunter | Python, C++ & C# | Fluent in Systems & Solutions | Let's Optimize & Troubleshoot

Work experience

Technical Support Engineer, Options Technology

AUGUST 2025 - OCTOBER 2025 · ZÜRICH, SWITZERLAND

- On-Site Technical Support: Serving as the primary technical point of contact for the client, providing on-site support for all options trading technology systems.
- System Monitoring and Maintenance: Monitoring the health and performance of internal systems, ensuring that they are operating optimally. Conducting regular maintenance activities, including software updates and configuration changes, to keep systems up to date.
- Troubleshooting and Issue Resolution: Diagnosing and resolving technical issues. Escalating complex problems to appropriate internal teams and coordinating with them to find timely solutions.
- Incident Management: Responding to incidents and service requests raised by the client, adhering to defined service level agreements (SLAs) and following established incident management processes. Documenting incidents and their resolutions accurately.
- Client Relationship Management: Building and maintaining strong relationships with key client stakeholders, understanding their requirements and proactively addressing their concerns. Serving as a technical advisor to the client.
- System Enhancements and Upgrades: Collaborating with the development team to implement system enhancements and upgrades. Participating in testing and validation activities to ensure smooth deployment.

Network Support Engineer - FreeLance, Tech Domain

MAY 2025 - TODAY · ZÜRICH, SWITZERLAND

- Data Centre Support | Network Support
- Relocation (equipment moves) - Connectivity (device install/cabling) - Asset Inventory - Rack & Stack - Parts Replacement (cards/boards) - Traffic Migration.
- Network Migration - Device Replacement (routers/switches) - Parts Replacement (network cards/cables) - Deployment (install/rack/cabling).
- IMAC Services - ITAD (data destruction) - Retail IT Maintenance (equipment/tills).
- Storage (HDD replacement) - Servers (drive/motherboard replacement).
- Windows/Software Migration (SCCM, ticketing) - Parts Replacement (HDD/motherboards). Conference Rooms (Cisco devices) - NOC Screen Hardware - Network Health.

C++ · 4/5
C# · 3/5
JavaScript · 3/5
Linux, Mac OS, Windows · 5/5
Bash/Shell Scripting · 4/5
PowerShell · 4/5
Web Programming · 4/5
IT Hardware Support · 5/5
Technical Support · 5/5
Threat analysis · 4/5
Threat Detection · 4/5
Data Management · 4/5
Network Analysis · 5/5
Networking Hardware · 5/5
Network Architecture · 4/5
Computer Architecture · 4/5
VPN & Remote Access · 4/5
Cloud Computing · 3/5
Network Security · 5/5
Firewall Configuration · 4/5
Risk Management · 4/5
Cryptography · 4/5
Anomaly Detection · 3/5
Hardening · 4/5
SQL · 3/5
Problem Solving · 5/5
Critical Thinking · 5/5
Audit · 3/5

Languages
Arabic · Native
English · Fluent
French · Basic
Spanish · Basic
German · Basic

Hobbies
- Day Trading
- Security Geek
- coding
- exploring new technologies
- gym
- hiking

IT & Security Specialist, Trust Insurance Company
MARCH 2022 - AUGUST 2024 · BETHLEHEM, PALESTINE

- Monitored and analyzed security threats to protect company assets.
- Implemented cybersecurity best practices and conducted risk assessments.
- Collaborated with IT teams to enhance network security and firewall configurations.
- DDos Attack Protection.
- Firewall Configuration.
- Provided technical support for hardware, software, and network issues.
- Assisted in the administration of operating systems and user access management.
- Support, Manage, Optimize and Maintain the configuration and installation of the Desktop.
- Manage Desktop Devices.
- Provide standard and approved hardware and software.
- Replace Hardware and software, keep it update to date.

Dental Technician , Lamast Dental Lab
OCTOBER 2022 - MAY 2024 · BETHLEHEM, PALESTINE

Part - Time

Store Manager, Island Tobacco
MAY 2018 - JULY 2021 · BUTLER, PA, USA

- Managed daily operations, inventory, and customer service.
- Balanced work with studies, demonstrating strong time management skills.

Dish Washer, PIATO Restaurant
SEPTEMBER 2015 - FEBRUARY 2017 · BEITJALA, PALESTINE

Waiter, Jafra Coffee Shop
MARCH 2017 - APRIL 2018 · BETHLEHEM, PALESTINE

Internship Project, Riable
FEBRUARY 2015 - FEBRUARY 2015 · RAMALLAH, PALESTINE

Contributed to game development projects as part of a team.

Education

Butler County Community College
SEPTEMBER 2018 - DECEMBER 2019 · BUTLER, PA, USA

- Completed 2 years of coursework in a year and half time (Honors: President's List)
- Finished 34 Credits towards Bachelor's Degree.

ESL, La Roche University
MAY 2018 - JULY 2018 · PITTSBURGH, PA, USA

- Studied English as a second language.

Computer Science, AlQuds - Bard College

SEPTEMBER 2015 - DECEMBER 2016 · MAIN CAMPUS, BOX 51000 BEIT HANINA, JERUSALEM, PALESTINE

- Completed one and half year of Credit Towards Computer Science.

High School Diploma, Collège des Frères

SEPTEMBER 2012 - MAY 2015 · BETHLEHEM, PALESTINE

(Score: 89/100).

Courses

Ethical Hacking with Open Source Tools, IBM

AUGUST 2025

- Analyze the roles and responsibilities of ethical hackers, including the distinctions between black hat, white hat, and gray hat hackers.
- Execute simulated attacks using the Metasploit framework to exploit vulnerabilities, maintain access, and develop mitigation strategies.
- Utilize Kali Linux tools to perform information gathering, vulnerability analysis, & exploitation in controlled environments for penetration testing.
- Apply responsible disclosure processes to ethically document and report security vulnerabilities in accordance with legal & organizational standards.

Google Cybersecurity Professional, Google

JULY 2025

- Foundations of Cybersecurity
- Play It Safe: Manage Security Risks
- Connect and Protect: Networks and Network Security
- Tools of the Trade: Linux and SQL
- Assets, Threats, and Vulnerabilities
- Sound the Alarm: Detection and Response
- Automate Cybersecurity Tasks with Python
- Put It to Work: Prepare for Cybersecurity Jobs
- Accelerate Your Job Search with AI

Google IT Support Professional, Google

JULY 2025

- Technical Support Fundamentals
- The Bits and Bytes of Computer Networking
- Operating Systems and You: Becoming a Power User
- System Administration and IT Infrastructure Services
- IT Security: Defense against the digital dark arts
- Accelerate Your Job Search with AI

Microsoft IT Support Specialist Professional, Microsoft

JULY 2025

- Introduction to Computers
- Introduction to Secure Networking
- Essential Aspects of Software, Hardware, and Data Backup
- Cybersecurity and Privacy
- The Microsoft 365 Ecosystem
- Technical Diagnostics and Troubleshooting Techniques

Engineering Simulation, Electronic Arts Software

MARCH 2025

- Proposed a new feature for EA Sports College Football and created a C++ class diagram.
- Patched bugs and optimized codebase performance.

IAM Simulation, Tata Consultancy Services

MARCH 2025

- Gained expertise in identity and access management (IAM) and cybersecurity best practices.
- Delivered technical documentation and presentations.

Cybersecurity Threat Analysis Simulation, SheildsUp

MARCH 2025

- Researched vulnerabilities and drafted remediation guidance.
- Wrote a Python script for ethical hacking to brute-force decryption keys.

Mastercard Security Awareness Team Simulation, MasterCard Security

MARCH 2025

- Identified and reported security threats (e.g., phishing).
- Analyzed business areas needing improved security training and implemented solutions.

References

Emma Sharkey, Options Technology

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Muhammad Talha, Recrutiment Team - Tech Doamin

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Khalid Ahyesh, Trust Insurance Company

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Qusai Rahhal, Lamast Dental Lab

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Island Tobacco, Manager

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Morgan Rizzardi, Student Dean

MORGAN.RIZZARDI@MY.BC3.EDU / +17242878711

Public Relations, AlQuds - Bard College

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