

# Hiba Elfaki

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## SUMMARY

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**AWS Certified Solutions Architect – Associate** with 4+ years of experience in network security and IT infrastructure. Skilled in deploying and securing scalable AWS environments using EC2, S3, Lambda, and CloudFormation. Strong foundation in automation, networking, and system security, with a focus on optimizing performance and reliability in hybrid and cloud-based systems.

## EXPERIENCE

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### IT Support & Network Administrator

*Feb 2025 – Present*

Saud Al-Assady Law Firm *Riyadh, Saudi Arabia*

- Designed and implemented secure and scalable IT infrastructure supporting 13+ users, ensuring high availability and performance.
- Managed system configurations, user access policies, and endpoint security aligned with best practices for hybrid and cloud environments.
- Automated recurring administrative tasks using scripts, enhancing operational efficiency by 40%.
- Contributed to strategic planning for system optimization, scalability, and potential cloud migration.
- Conducted employee awareness sessions on secure usage of digital and cloud-based tools.

### Freelance Network and Firewall Consultant

*Jun 2023 – Present*

- Architected and implemented firewall and network security solutions for multiple clients using FortiGate and other enterprise systems, ensuring high availability and scalability.
- Designed secure hybrid infrastructures, integrating on-premises networks with cloud services to enable smooth and protected data flow.
- Configured advanced firewall policies, VPNs, and web application security to align with best practices for cloud-ready environments.
- Developed and optimized network topologies supporting cloud adoption, enhancing reliability and reducing latency across distributed systems.
- Advised clients on cloud migration and security posture improvements, ensuring compliance and efficient connectivity for cloud workloads.

### Network Security Engineer

*May 2022 – Jun 2023*

USETECH Co. Ltd. *Khartoum, Sudan*

- Diagnosed and resolved issues with 50+ firewalls, network devices, and Web Application Firewalls (WAF), minimizing downtime by 60%, and improving client system reliability.
- Designed and implemented 5+ secure VPN solutions to support remote access and seamless inter-branch connectivity.
- Led the migration of FortiMail systems, reducing downtime by 100%.
- Upgraded security devices and applied necessary patches to maintain high levels of protection against evolving cyber threats.
- Provided innovative, out-of-the-box solutions and workarounds to address complex network challenges, increasing the overall network efficiency, security, and uptime by 30%, while reducing troubleshooting time by 40%.

### Internship in Technical Support

*Oct 2021 – Nov 2021*

Sudanese Civil Aviation Authority *Khartoum, Sudan*

- Provided technical support across 10+ departments, resolving 200+ employee issues and ensuring smooth daily operations.
- Assisted the IT team in troubleshooting and resolving network and hardware problems, improving system performance and uptime by 15%.

## Internship in Technical Support

Aug 2021 – Oct 2021

Khartoum international Airport *Khartoum, Sudan*

- Collaborated with the team on network segmentation and infrastructure setup, including cabling and faceplate installation, ensuring secure and efficient network operations.
- Assisted the technical support team in troubleshooting and resolving over 300 user issues related to network connectivity and hardware devices, minimizing downtime by 30% and optimizing system performance.

## SKILLS

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- **Cloud Technologies:** Amazon Web Services (AWS) – CloudFront, Terraform, CloudFormation, Lambda, SAM, EC2, S3, RDS.
- **Network Security:** Firewalls (FortiGate), Intrusion Detection/Prevention Systems (IDS/IPS), Web Application Firewalls (WAF), VPNs, Email Security (FortiMail).
- **Networking:** TCP/IP, BGP, OSPF, VLANs, Network Segmentation.
- **Operating Systems:** Windows, Linux.
- **Programming & Scripting:** Python, C, Bash.

## CERTIFICATIONS

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- **AWS Certified Solutions Architect – Associate.** 2025-2028
- **Fortinet FortiGate 7.2 Administrator (NSE 4).** 2024-2026
- **Google IT Support Professional Certificate.** 2023
- **Cisco Certified Network Associate (CCNA – Routing & Switching).** 2022-2028

## PROJECTS

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- Provided a demo for a client's PHP Laravel web app using Elastic Beanstalk and MySQL DB.
- Amazon Bedrock Exploration with SageMaker domain and JupyterLab.
- Deployed serverless resources using AWS SAM and Terraform.
- Reduced EC2 cost using Lambda functions and EventBridge.
- Deployed EC2 instances using CloudFormation.
- Converted CloudWatch events into CSV format using Python.
- Deployed an HTML, CSS, JS game from GitHub to S3 using CodePipeline and added CloudFront.
- Deployed a React app using AWS Amplify.
- Hosted My Website in S3 and CloudFront as CDN.

## EDUCATION

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- Sudan University of Science and Technology *Khartoum, Sudan* Dec - 2020  
Bachelor of Engineering (Honors) in Electronics Engineering (Computer and Networks).