

BASEL HUSEIN

Technical Support Engineer

Network Monitoring | Incident Management | Systems & Networking

Hands-on experience troubleshooting production systems, servers, connectivity and service availability.

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EXPERIENCE

NAYAX | Technical Support Engineer (Mar 2025 - Present)

- Serve as a Team Leader backup, coordinating shift activity, supporting escalations and assisting team members with technical issues.
- Investigate and resolve connectivity, transaction and system-related incidents.
- Check server availability, service status and database connectivity when investigating issues.
- Troubleshoot network issues involving TCP/IP, DNS and DHCP.
- Use logs, SQL queries and Windows diagnostic tools to identify and resolve technical issues.
- Support POS and payment systems in customer environments.

CTV MEDIA | Technical Support Specialist (2024 - 2025)

- Monitored production systems and service availability using Zabbix.
- Investigated system and connectivity alerts and escalated unresolved incidents with relevant technical details to the appropriate teams.
- Troubleshoot Windows and network-related issues in customer environments.
- Worked with Active Directory for user, group and access-related tasks.

PROJECTS

Network & Server Monitoring Lab | Zabbix

- Built a monitoring lab with Zabbix for Windows and Linux systems.
- Configured monitoring and alerts for system availability, resources, services and network connectivity.
- Simulated failures and investigated incidents using Zabbix, system logs and network troubleshooting tools.

Exams Management System | Client/Server Application

- Developed a client-server application for managing and conducting exams using ASP.NET Web API and C#.
- Implemented RESTful APIs to support communication between system components.
- Managed exam data and system logic, including user roles and exam workflows.

EDUCATION

Tel-Hai Academic College | B.Sc. in Computer Science (2022 - 2025)

LANGUAGES

- English (Professional)
- Hebrew (Native)
- Arabic (Native)