SHAWKAT ABDELHAQ

Systems Administrator | SysOps | Technical Support Manager | Security Enthusiast

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PROFESSIONAL SUMMARY

I'm an experienced Systems Administrator and Technical Support Manager with more than two years of practical experience in hosting infrastructure, Linux systems, and virtualization. I excel at managing complicated hosting platforms and resolving urgent issues while leading support teams. I also have a background in security research, as I've been acknowledged for my contributions in the Oracle Critical Patch Update from October 2024. Right now, I'm working on my RHCSA certification to boost my skills in Linux administration, and I'm really passionate about infrastructure reliability and security.

PROFESSIONAL EXPERIENCE

RocketNode — *Client Manager*

June 2024 - July 2025

- Proactively identified client concerns, resolved pain points, and ensured clients remained satisfied and confident in the service.

- Managed client relationships and ensured high satisfaction across hosting services.

- Acted as an escalation point for complex infrastructure issues.

- Managed client affiliates, including tracking performance and ensuring accurate and timely commission payouts.

- Worked closely with internal teams to resolve issues affecting client experience and retention.

- Maintained strong communication during incidents, outages, or service changes to preserve trust and transparency.

RocketNode — *Technical Support Manager*

May 2023 - June 2024

- Led and trained a technical support team.

- Provided advanced Linux, Proxmox, and game server support.
- Improved workflows and reduced response times.

EDUCATION

- **BACHELOR'S DEGREE IN COMPUTER INFORMATION SYSTEMS| ALQUDS UNIVERSITY, PALESTINE, NABLUS**
- **DIPLOMA DEGREE IN CYBERSECURITY | ALQUDS UNIVERSITY, PALESTINE, NABLUS**

TECHNICAL SKILLS

- Linux (Ubuntu, Debian)
- Proxmox, KVM
- Docker, Pterodactyl
- DNS, Firewalls, Networking
- Bash & Python scripting
- MySQL/MariaDB
- React & Next.JS Web Development

SECURITY EXPERIENCE

- Recognized in Oracle Critical Patch Update - October 2024
- Bug Hunter on HackerOne.
- Vulnerability discovery & responsible disclosure

CERTIFICATIONS & TECHNICAL TRAINING

- Full Stack Web Development (Front End & Back End).
- Java Application Development.
- RHCSA (In Progress).

INFRASTRUCTURE & TOOLS

- cPanel / WHMCS / ProxMox
- Pterodactyl Panel (Production Usage)
- Monitoring & Log Analysis

AVAILABILITY & WORK ETHIC

- Comfortable working with global teams across different time zones.
- Available for on-call and emergency incident response.
- Willing to sign NDAs and handle sensitive systems.

LANGUAGES

- **Arabic** — Native
- **English** — Professional Working Proficiency