

MAHMOUD SAMI KULLAB

ICT Specialist | Cybersecurity Student | IT Support | Java Developer

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PROFESSIONAL SUMMARY

Dedicated ICT Specialist and Cybersecurity student with 6+ years of hands-on experience in IT support, hardware/software maintenance, network troubleshooting, and data management. Currently pursuing a Diploma in Cybersecurity at UCAS while actively volunteering with the Palestinian Red Crescent Society (PRCS). Holds multiple Cisco Networking Academy certifications and has built professional tools used in real IT environments including ProLaptop Ultimate — a 96-tool Windows maintenance and cybersecurity framework.

PROFESSIONAL EXPERIENCE

ICT Specialist (Volunteer)

Palestinian Red Crescent Society (PRCS)

Jan 2024 – Present
Khan Younis, Gaza Strip

- Provided direct and remote technical support, resolving system and network-related issues efficiently.
- Contributed to maintenance and management of IT infrastructure, ensuring continuity of daily operations.
- Performed troubleshooting for hardware and software malfunctions across multiple departments.
- Assisted in implementing information security procedures and policies to protect institutional data.

Data Entry Clerk (Volunteer)

Palestinian Red Crescent Society (PRCS)

Jan 2024 – Present
Khan Younis, Gaza Strip

- Accurately entered and managed data in databases and spreadsheets with high precision.
- Organized digital records to ensure integrity, accessibility, and compliance.
- Conducted data verification and quality checks to minimize errors across all records.

IT Technician & Programmer

Self-Employed — Pro Laptop

Jan 2019 – Present
Khan Younis, Gaza Strip

- Performed advanced maintenance and programming for smartphones and computer devices.
- Diagnosed and resolved hardware and software issues for individual and business clients.
- Built ProLaptop Ultimate v3 — a comprehensive 96-tool Windows maintenance & cybersecurity PowerShell framework.
- Designed promotional materials and infographics using Canva for multiple clients.

Emergency Vaccination Campaign Worker

UNICEF

Sep 2024 – Oct 2024
Gaza Strip

- Participated in the national polio vaccination campaign across Gaza Strip.
- Managed logistics and coordinated with local health teams to ensure smooth field operations.

Security Guard (Volunteer)

Palestinian Red Crescent Society (PRCS)

Sep 2023 – Dec 2023
Khan Younis, Gaza Strip

- Ensured safety and security of premises and assets throughout all shifts.
- Monitored entry/exit points and responded to security incidents following established protocols.

EDUCATION

Diploma in Cybersecurity

University College of Applied Sciences (UCAS)

Jul 2023 – Present
Gaza Strip

- Key courses: Network Fundamentals, Cybersecurity Principles, Operating Systems, Information Security.

PROJECTS

ProLaptop Ultimate v3.0

2019 – 2026

PowerShell & BAT — Professional Tool

github.com/mahmoud-kullab

- Built a comprehensive Windows PC maintenance and cybersecurity framework with 96 tools across 7 categories.
- Categories: Power & Performance, System Cleaning, System Repair, Network & Internet, Cyber Security, Diagnostics, Advanced.
- Features: automatic SSD/HDD detection, restore point creation, session logging, error handling, admin verification.
- Used professionally for client PC maintenance under Pro Laptop business, Khan Younis.

Library Management System

2026

Java — Personal Project

github.com/mahmoud-kullab/Library-Management-System-Java

- Built a Java console application using OOP principles (classes, encapsulation, ArrayList).
- Implemented full CRUD operations: add, search, borrow, return, and delete books.
- Added input validation and exception handling for a smooth user experience.

CERTIFICATIONS & TRAINING

Introduction to Packet Tracer

Apr 2026

Cisco Networking Academy

Verify: credly.com/badges/96c8c5e2-ce0a-4ec8-b4bf-a0715b1b7673

Getting Started with Cisco Packet Tracer

Apr 2026

Cisco Networking Academy

cat linux.txt — Linux Fundamentals Badge

Jan 2026

TryHackMe

CompTIA A+ (Self-Study)

Jan 2026

Self-Directed / Online

Java Programming

Feb 2026

Self-Directed / Online

Networking Fundamentals — Network Basics

Jan 2026 | 22 Hours

Cisco Networking Academy — UCAS

Offensive Security Intro

2025

TryHackMe

Canva for Beginners

Nov 2025

Coursera — Freedom Learning Group

Verify: coursera.org/verify/X6JYWUJITVX

Advanced English Language Courses

2020 | 330 Hours

Palestinian Red Crescent Society (PRCS)

Professional Home Electrician Diploma

Jun – Sep 2019 | 80 Hours

Golden House Consulting & Training Center

KEY SKILLS

Cybersecurity

Security fundamentals, Offensive security, Network security, TryHackMe

Networking	Cisco Packet Tracer, Network design, TCP/IP, LAN/WAN, IoT basics
Linux	Command line, File system, Linux Fundamentals (TryHackMe)
Programming	Java (OOP, CRUD), PowerShell scripting, BAT scripting
IT Support	Hardware & software maintenance, Remote & onsite support, Help desk
Data Management	Data entry, Data verification, Microsoft Office Suite
Design	Canva, Infographic & promotional material design
Soft Skills	Problem-solving under pressure, Teamwork, Leadership, Adaptability

LANGUAGES

Arabic: Native

English: Professional Working Proficiency (Reading, Writing & Speaking)