

Fares Amir Hassen

Technical Account Manager

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PROFESSIONAL SUMMARY

Technical Account Manager at Hewlett Packard Enterprise with a strong computer-science foundation and years of hands-on experience in wireless network engineering, cybersecurity, and enterprise infrastructure. Trusted technical advisor bridging enterprise customers and HPE engineering — turning complex wireless, storage, and security challenges into clear, proactive outcomes.

PROFESSIONAL EXPERIENCE

Technical Account Manager, Hewlett Packard Enterprise

Jan 2026 – Present · Ariana, Tunisia

- Serve as the trusted technical advisor and primary HPE interface across the account, owning the technical relationship from escalation to resolution.
- Manage the delivery of contracted proactive support services, planning service improvements and staying accountable for defined service deliverables.
- Provide multi-technology support across HPE ProLiant servers, Synergy composable infrastructure, and 3PAR storage platforms.
- Troubleshoot and maintain SAN fabrics built on HPE and Brocade SAN switches, ensuring resilient storage connectivity.
- Support enterprise campus networking on HPE and Aruba switches, applying deep wireless and infrastructure expertise.
- Act as the bridge between customer teams and HPE engineering, translating complex technical issues into clear, proactive outcomes.

Wireless Network Engineer, HPE Aruba Networking

Mar 2023 – Dec 2025 · Ariana, Tunisia

- Diagnosed wireless network issues involving Aruba Mobility Controllers, Masters, and Access Points across all OSI layers.
- Implemented and configured modern RADIUS authentication protocols for secure wireless access.
- Performed firmware upgrades on Aruba devices to ensure optimal performance and security.
- Provided remote technical support for Aruba AOS products, analyzing device logs to pinpoint and resolve disruptions.
- Assisted with AirWave and Central troubleshooting tools; configured Aruba Instant APs in enterprise environments.
- Documented network issues with detailed defect classification and tracked resolutions.
- Collaborated with cross-functional teams and kept customers updated throughout the resolution process.

Network Security Intern, 3S Standard Sharing Software

Mar 2022 – Sep 2022 · Tunis, Tunisia

- Built a modular Python Flask web platform for centralized management and control of enterprise network nodes.
- Automated Cisco API integration with optimized, scalable calls for mass configuration of network infrastructure.
- Designed a secure authentication system with user role controls.
- Integrated a configuration database and conducted rigorous stability testing.

Network Technician Intern, OXAHOST

Jun 2021 – Jul 2021 · Tunis, Tunisia

- Created Tunisia's only CentOS mirror to support local infrastructure.
- Performed penetration testing on the company's new website and hosted services, including Zimbra and cPanel.
- Collaborated with web developers to harden website security ahead of launch.
- Audited and addressed a range of system and network security concerns.

Summer IT Intern, BIAT

Aug 2020 – Sep 2020 · Tunisia

- Assisted in designing, maintaining, and troubleshooting network infrastructure and devices (routers, switches, firewalls).
- Supported vulnerability assessments and penetration testing activities.
- Configured and managed network security tools (IDS/IPS, firewalls); analyzed logs for incident response.
- Configured secure remote access solutions (VPN, SSL) and collaborated on security best practices.

Summer Intern, **BIAT**

Aug 2019 – Sep 2019 · Tunisia

- Served as liaison between Backoffice and Frontoffice teams to streamline communication.
- Coordinated tasks and managed client requests, ensuring smooth information flow.
- Improved cross-team collaboration and overall workflow efficiency.

EDUCATION

ESPRIT — École Supérieure Privée d'Ingénierie et de Technologies

2017 – 2022 · Ariana, Tunisia

Engineer's Degree (Diplôme d'Ingénieur, Master's level), Network Infrastructure and Data Security

CERTIFICATIONS

CompTIA Network+ ce (Expired Jan 2026)

CompTIA · Jan 2023

Jr Penetration Tester Learning Path

TryHackMe · Dec 2022

Cybersecurity and the X-Factor

University System of Georgia · Nov 2020

CIC NIST/NICE Framework

Palo Alto Networks Cybersecurity Academy · Nov 2021

System Administration and IT Infrastructure Services

Google · Nov 2020

Detecting and Mitigating Cyber Threats & Attacks

University of Colorado System · Nov 2020

SKILLS & EXPERTISE

Technologies: HPE ProLiant, HPE Synergy, HPE 3PAR, HPE & Brocade SAN switches, HPE & Aruba switches, Aruba AOS 8, Aruba Instant APs, Cisco, RADIUS, Python, Shell scripting, Wireshark

Domains: Wireless network design, RF technology & coverage planning, Network troubleshooting (all OSI layers), SAN / storage infrastructure, Server deployment, Cybersecurity & penetration testing, Packet analysis, Automation, Authentication

Professional: Technical account management, Client relationship management, Cross-functional collaboration, Technical documentation

LANGUAGES

Arabic (Native) · **English** (Bilingual proficiency) · **French** (Professional working proficiency) · **Japanese** (Beginner (conversational; limited reading))

INTERESTS

Cooking, Gaming, Gardening, Plastic models, Travelling, Collecting, 3D modelling