

YAMEN ABUALRUB

TECHNICAL SOLUTIONS ENGINEER

IT Infrastructure | Networking | Systems | Software & AI Solutions

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PROFESSIONAL SUMMARY

Technical Solutions Engineer with hands-on experience designing, deploying, and troubleshooting IT infrastructure, enterprise networks, Windows Server and Active Directory environments, custom business applications, and AI-powered automation. Leads projects from technical assessment and solution architecture through implementation, vendor coordination, documentation, and client support across healthcare, commercial, and data center environments. Combines field engineering, systems, networking, software implementation, and AI experience to deliver end-to-end technology solutions.

TECHNICAL SKILLS

Infrastructure & Systems: Windows Server 2019, Active Directory, DNS, DHCP, Domain Authentication, Workstation Administration, Remote Access, VPN, Backup and Recovery Assessment, Infrastructure Documentation

Networking: TCP/IP, UniFi, Ubiquiti, Cisco, Managed Switching, Enterprise Wi-Fi, Wireless Access Points, Structured Cabling, Fiber Optics, Network Troubleshooting

Software & AI: AI Agents, AI Receptionists, Chatbots, Workflow Automation, SaaS Implementation, Custom Business Applications, CRM Workflows, Next.js, Supabase, Stripe, Twilio, API Integrations

Delivery & Consulting: Technical Assessments, Requirements Discovery, Solution Architecture, Risk Analysis, Technical Reporting, Vendor Coordination, Project Deployment

PROFESSIONAL EXPERIENCE

Cybex Solutions

Maryland, United States (Remote & On-Site)

Founder & Technical Solutions Lead

March 2024 — Present

- Founded and lead a technology solutions company delivering IT infrastructure, enterprise networking, systems implementation, custom software, and AI-powered automation for healthcare, multi-location, and small-business clients.
- Lead projects from technical discovery and infrastructure assessment through solution architecture, deployment, troubleshooting, documentation, and client handoff.
- Designed and deployed enterprise networks using UniFi, Ubiquiti, and Cisco equipment, along with structured cabling, surveillance systems, and supporting server infrastructure for dental and orthodontic practices across single-site buildouts and multi-location rollouts.
- Conducted on-site and remote IT infrastructure assessments for a healthcare environment — diagnosing Active Directory, DNS, and secure-channel issues, recovering administrator access, coordinating with the clinical software vendor, and evaluating UniFi management access, backups, and disaster-recovery readiness — and delivered an executive report with risk classifications and prioritized remediation.
- Built and implemented custom business applications and SaaS workflows (CRM, booking, payments, and messaging), integrating Next.js, Supabase, Stripe, Twilio, and AI APIs.
- Developed AI-powered receptionists and chatbots that handle inquiries, capture leads, and route appointment requests, streamlining front-desk communication workflows.

Karavan Technology
Information Technology Specialist

United States (Field & Remote)
June 2024 — Present

- Serve as a field engineer for a technology services contractor delivering enterprise infrastructure and wireless deployments at large-scale commercial and data center client sites nationwide.
- Perform structured cabling, fiber-optic, and network-hardware installation, validation, testing, and troubleshooting to enterprise standards.
- Coordinate with remote engineering teams, project managers, and on-site crews to meet deployment schedules and quality requirements across multiple client sites.

Attari Solutions
Information Technology Staff

New York, United States
February 2021 — May 2023

- Provided IT support across business technology operations, resolving hardware, software, and network-connectivity issues for staff.
- Deployed and configured workstations, peripherals, and network-connected devices, and performed equipment installation and routine system maintenance.
- Supported end users with troubleshooting and issue resolution to keep daily operations running.

SELECTED ENTERPRISE DEPLOYMENTS & PRODUCTS

xAI — Hyperscale GPU Data Center Infrastructure Deployment

- Supported on-site infrastructure installation, structured cabling, equipment validation, troubleshooting, and coordination with remote engineering teams for a hyperscale GPU data center deployment supporting an xAI-related client engagement.

Amazon — Enterprise Wireless Deployment

- Contributed to a single-day enterprise wireless rollout involving more than 900 access points at an Amazon facility, supporting installation, testing, validation, and field-team coordination.

Toyota — Technology Deployment, New York

- Coordinated on-site technicians and remote engineers for a combined hardware and technology deployment, supporting installation, networking, remote configuration, and project execution for a Toyota facility in New York.

Yafa Fix — Operations & Project-Management Platform

- Designed and built a custom operations platform connecting office staff, field technicians, project managers, and clients across active service and dental-buildout projects — requests, assignments, daily logs, maintenance, loaner tracking, invoicing, notifications, and support workflows.

Cybex Flow — AI Business Operations Platform (In Development)

- Architecting a multi-tenant business operations platform integrating AI chat, CRM, lead capture, reviews, booking, payments, invoicing, social messaging, and workflow automation using Next.js, Supabase, Stripe, Twilio, and AI APIs.

EDUCATION

Bachelor of Science in Computer Engineering — University of Maryland May 2026