




# DALEEL SHAHBAN

71 Aldborough Road South, IG3 8HR 

07305340895 

daleel.shahban@gmail.com 

linkedin.com/in/daleel-shahban-35a5ba252 



## SUMMARY

IT/OT Infrastructure Engineer with experience designing, deploying, and managing critical systems in multi-site industrial environments. Operating within a lean, three-person engineering team, I was rapidly granted increased responsibility and domain ownership due to my ability to master complex technical environments and deliver consistent operational results. Proven track record in building secure infrastructure from the ground up, including BCDR strategies, EDR security, and proactive monitoring frameworks.



## TECHNICAL SKILLS

- Virtualisation & Compute: VMware vSphere (vSphere, ESXi), Hyper-V
- Networking & Security: Cisco Switches (802.1Q Trunking, VLANs), OPNsense Firewall, Network Segregation.
- Systems & Directory Services: Windows Server (AD DS, GPO), DNS/DHCP, WSUS
- Cybersecurity & Monitoring: CrowdStrike EDR, LogicMonitor, System Hardening.
- Storage & BCDR: Synology NAS, AWS S3, Backup & Disaster Recovery Architecture.
- Automation & ITSM: PowerShell, Bash Scripting, Freshservice (ITSM), Miradore MDM.



## PROFESSIONAL EXPERIENCE

### Plastic Energy Ltd. | IT / OT Engineer

OCT 2023 – CURRENT

Plastic Energy Ltd. specialises in advanced recycling, converting hard-to-recycle plastic waste into TACOIL™. This oil is then used to create new plastics, promoting a circular economy and reducing plastic pollution.

#### *Key Responsibilities & Achievements*

- **Infrastructure Management:** Responsible for the architecture and lifecycle management of IT/OT systems across multiple global recycling plants.
- **Incident Response:** Led the recovery of multi-site manufacturing operations during the 2024 global CrowdStrike outage; restored 150 critical endpoints and 100% plant availability within 3 hours.
- **Security Deployment:** Managed the end-to-end implementation of CrowdStrike EDR across all operational sites, including threat detection and system hardening protocols.
- **Active Directory Recovery:** Restructured the corporate AD environment following a critical communication failure; resolved DNS issues and modernized the OU structure for improved resiliency.
- **Monitoring & Visibility:** Deployed LogicMonitor across all sites, configuring health dashboards and custom alerting to eliminate blind spots in network and server health.
- **BCDR Strategy:** Designed and executed a multi-tier backup and recovery strategy using local Synology NAS storage and offsite replication to AWS S3.

- **ITSM Optimization:** Implemented automated workflows and change management processes in Freshservice, reducing resolution times and improving SLA compliance.
- **Automation:** Developed PowerShell and Bash scripts to automate routine system administration and backup tasks.



## EDUCATION

### London South Bank University | Studying Computer Science

SEP 2020 – MAY 2023

Computer Science Undergraduate degree (Obtained 2:1)

#### *Final Year Project – Fall Detection Program*

Developed a Fall Detection Program using a Raspberry Pi (Ubuntu) and Python to monitor elderly users and alert emergency contacts.

### Seven Kings School 6<sup>th</sup> Form | A Level Results

SEP 2018 – JUN 2020

Design Technology (A), Maths (C), Economics (C)

### Seven Kings School | GCSE Results

SEP 2013 – JUN 2018

8 subjects including Maths (G7), English Language (G6), and Computer Science (G5)



## TECHNICAL PROJECTS & RESEARCH

### *Infrastructure & Network Security Sandboxing (Home Lab Environment)*

Network Segregation: Engineered a lab environment using OPNsense to enforce zone-based access control lists (ACLs).

Virtual Switching: Configured Cisco switches with 802.1Q trunking to optimize traffic between VLANs and a Hyper-V hypervisor.

Virtualisation PoCs: Maintain a bare-metal VMware ESXi host to validate AD restructures and network topologies before production deployment.