

Holds a Bachelor in Computer Science (Specialization: Computer Programming) and has about 20 years experience in the field of computer application.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 26/08/1979
Gender : Male
Marital Status : Married
Residence : El-Sayed Zainab, Cairo

EDUCATION

: Bachelor in Computer Science (Specialization: Computer Programming),
Elalson Academy, 2001

LANGUAGES

Arabic : Native Language
English : Very Good

COMPUTER SKILLS

- : Operating Systems:
 - Windows Server (2012 – 2016 – 2019) Implementation & Configuration & Administration.
 - Excellent Support Windows 10.
 - Excellent Support Windows 8.
 - Introduction + MS Dos.
- : System Administrator & Data Centre:
 - Very Good knowledge of Windows Server Implementation & Configuration & Administration.
 - Very Good knowledge of active directory Implementation & Configuration & Administration.
 - Good knowledge of DNS Srv Implementation & Configuration & Administration.
 - Good knowledge of DHCP Srv Implementation & Configuration & Administration.
 - Good knowledge of (VMware ESXi & V-Center Srv) Implementation & Configuration & Administration.
 - Accepted knowledge of Data Centre H/W Installation.
- : Network:
 - Good knowledge of Cabling.
 - Good knowledge of routers configuration & fixing routers problem.

- Accepted knowledge of Faxes machine problems.
- Excellent support of network Problem Hardware & Software.
- Excellent Support of Wireless Network.
- Adjustment & Troubleshooting TCP/IP Configuration.
- : Applications:
 - Support Microsoft Office, Install & Maintain (365 & earlier versions).
 - Support Sap Application multi versions.
 - Support Oracle Application multi versions.
 - Support Clipper Programs.
 - Excellent Usage Many Type of Antivirus Programs.
 - Install & maintain all windows program.
- : Hardware: Support and Maintenance (PCs – Notebooks – Monitors – and Others).
- : Internet: Excellent knowledge of Internet Business & internet protocols & internet security.
- : Collaborate with team members to share knowledge of issues and corresponding resolutions or Workarounds.
- : Manage user services such as Help Desk and training.
- : Make Necessary Programs to help users in their work.
- : Assemble computers and diagnose Hardware & Software problems.
- : Configuring Outlook and Outlook Express. For email using POP3, Exchange.
- : Managing of Active Directory Services including configuring PC for Domain access.
- : Creating new accounts, access rights, ...etc.
- : Monitor performance and reliability of servers and workstations.
- : Develop training materials and web-based support materials.
- : Good knowledge about Security Systems and Supporting cameras troubleshooting.

TRAINING COURSES AND CERTIFICATIONS

- : Microsoft Certifications ID: 6565667:
 - Microsoft Certified Professional (MCP).
 - Microsoft Certified Systems Administrator (MCSA) 2003.
 - Microsoft Certified Desktop Support Technician (MCDST).
 - Microsoft Certified Technology Specialist (MCTS) Windows Vista.
 - Microsoft Certified Technology Specialist (MCTS) Windows 7.
- : Microsoft Certified Systems Engineer (MCSE) from Fujitsu Education.
- : YPDT Yat Professional Diploma (Technical Support & Maintenance).
- : Sap Basis from Jupiter 2000.
- : English Course from British Council Intermediate 1 Level 8.
- : English Course from British Council Intermediate 2 Level 8.

CHRONOLOGICAL EXPERIENCE RECORD

- Dates** : From Jan. 2018 till now
- Employer** : Egyptian LNG for Liquefied Natural Gas (ELNG)

Job title : IT Technical Support Manager

Job Description :

- Delegate duties and tasks within the IT Support Team.
- Review completed tasks to ascertain compliance with standards.
- Write and forward regular reports to the management.
- Ensure all users benefit from effective technology and efficient Internet access, and continually assesses needs and requirements.
- Organize support, troubleshooting, and repair for IT equipment and networks.
- Oversee IT support department staff, including education, training, call centre specialists.
- Coordinate training and orientation for new technology users and helps them become familiar with equipment and networks.
- Have a thorough understanding of available technology and researches to learn about innovative solutions and new releases.
- Attend and present at trade shows and technology showcases to remain up to date regarding new developments.
- Offer specialized expertise in IT demands for a particular industry, such as education, finance, or manufacturing.
- Monitor online security for users and networks and take appropriate steps to address security breaches if necessary.
- Advise human resources colleagues on staffing needs and participate in the hiring and training process.
- Monitor all team members and provide necessary advice and guidance.
- Perform periodic risk assessments and initiate risk control strategies.
- Coach all team members and motivate them to produce desired results.
- Perform regular IT audit to discover areas of weaknesses and fortify them.

Dates : From Sep. 2003 till Jan. 2018

Employer : Talaat Moustafa Group

Job title(s) : IT Technical Support Supervisor / Head Office Team Leader

Job Description :

- Collaborate with team members to share knowledge of issues and corresponding resolutions or Workarounds.
- Follow-up work with the technical support specialists.
- Follow-up of all the departments and the elimination of all computer problems for branches.
- Raise the efficiency level of workers.
- Contract with the largest computer companies to import the latest equipment.
- Follow-up of new programs to facilitate the work with specialists.

Dates : For 1 year

Employer : Smart Net Company

Job title : IT Senior Technical Support

Job Description :

- Maintenance of computer, printer, Scanner and laptop.
- What is new and resolve problems as soon as possible.
- Browse the internet fixing the existing problem.
- Hardware Trouble Shooting for PC's.

Dates : For 1 year
Employer : Town Center Mall El-Maadi
Job title : IT Junior Technical Support
Job Description :

- Software and Hardware Support.
- Download the latest programs.
- Install Software to PC's.
- Download Required drivers and update windows.