

Holds a B. Sc. in Communication Engineering and has about 18 years' experience working in his field of education.

PERSONAL DATA

Nationality : Egyptian
Gender : Male
Residence : Giza, Cairo

EDUCATION

: B. Sc. in Communication Engineering, Thebes Integrated Academy, 2004

LANGUAGES

Arabic : Native Language
English : Fluent

COMPUTER SKILLS

: Windows, MS Office, Internet
: Networking
: Programming
: ITIL

TRAINING COURSES AND CERTIFICATIONS

: WEB DEVELOPMENT DIPLOMA (HTML, CSS, Java Script, Angular, Jsom web application development (HTML5 | CSS3) JavaScript for Front-end (JavaScript | jQuery | jQuery-)) (from 2019 till now).
: RHEL (Red Hat Enterprise Linux): Red Hat System Administration I and II and III (2018).
: MCSA: windows server 2016 (2018).
: CCNA: routing and switching (2017).

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From 2018 till 2019
Employer : Vodafone Ireland
Job title : IT Service Delivery Specialist

Job Description :

- Basic triage and troubleshooting for applications and information systems from incoming incidents and requests from program end users.
- Identify, manage and resolve issues based on prioritization.
- Responsible for interacting with a wide array of IT, IT Security, Program Leads and other technical and business users to deliver excellent service delivery.
- Contribute to the innovation and modernization on incident management concepts including implementation of service catalogs, automation, and self-service capabilities to support growth and delivering higher satisfaction.

Dates : From 2010 till 2017

Employer : Vodafone - VIS, Vodafone NZ, UK and Ireland

Job title : Incident Management Expert

Job Description :

- Capture Incident details and update all necessary tools and documents.
- Ensure that Incident Management KPIs are recorded and their targets met.
- In cooperation with Problem and or Change Managers, conduct post incident analysis and ensure accurate root cause of incidents is captured and appropriate preventive actions are identified and tracked.

Dates : From 2009 till 2010

Employer : Orascom Trading - Orange maintenance operator

Job title : Field Engineer

Job Description :

- Responding to Orange cell sites alerts.
- Solving sites problems and make Analyses to the defects.
- Performing Periodic maintenance to the cell sites to prevent future problems.

Dates : From 2007 till 2009

Employer : Majisa - Web Development

Job title : Assistant Supervisor

Job Description :

- Establish work flow and service agreements in order to analyze priorities and problems and evaluate their impact on services and timelines.
- Establish and maintain effective working relationships between IT and client communities; identify new and ongoing client needs.
- Implement appropriate security measures to safeguard data and restrict access appropriately.

Dates : From 2004 till 2007

Employer : Toshiba - Projector Service

Job title : Assistant Supervisor

Job Description :

- Maintenance of projector & Laptops.
- Communicating with the International Warranty Department of Toshiba Europe (Toshiba Germany).
- Data Entry and Analyses.