Holds a B. Sc. in Electronics & Communication Engineering and has over 14 years experience working in system administration Microsoft & Cisco, also IT project engineering and IT auditing.

PERSONAL DATA

Nationality	**:**	Egyptian
Gender	**:**	Male
Residence	**:**	Giza, Cairo

EDUCATION

:	B. Sc. in Electronics & Communication Engineering, Misr University for Science & Technology, 2008

LANGUAGES

Arabic	**:**	Native Language
English	**:**	Very Good

COMPUTER SKILLS

- **:** Windows, MS Office, Internet
- **:** Cisco devices
- **:** Tikiting software
- **:** Vmware

TRAINING COURSES AND CERTIFICATIONS

- **:** ITIL V3 Foundation Examination Certified Number (02344304-01-IQJP) from APMG International.
- **:** Microsoft MCSA 2012 & MCSE Exchange Server 2016.
- **:** CiSCO CCNA.
- **:** Microsoft Azure Administrator Associate.
- **:** CISA.

CHRONOLOGICAL EXPERIENCE RECORD

Dates	**:**	From Dec. 2021 till Dec. 2022
Employer	**:**	Nissan Motors Egypt
Job title	**:**	Senior IT Infrastructure Engineer

Job Description	**:**	• Lead the day-to-day operational support for server, storage or network infrastructures. • Build, patch, test (check for compatibility issues, conduct QA) and deploy complex systems and platforms meeting clients' needs and specifications. • Lead in planning and implementing changes to infrastructure with the goal of enhancing performance. • Perform complex storage and server data backup, data migration and disaster recovery operations.

Dates	**:**	From Jan. 2021 till Dec. 2021
Employer	**:**	ENC Egypt
Job title	**:**	Senior IT System Administrator
Job Description	**:**	• Configure security settings or access permissions for groups and individuals. • Provide technical support (help desk) to users by troubleshooting problems related to network or platform performance. • Document complex procedures and troubleshooting procedures related to systems/networks software and hardware. • Lead the configuration and maintenance of office and/or production software, adjunct support and/or utility software, i.e. Virus malware protection, office application suites and/or application software. • Work with Business Applications, vendors, consultants, contractors, and IT personnel from other City Bureaus, Division, and Departments. • Provide technical guidance and assistance to other IS Engineers and IS Administrators.

Dates	**:**	From Sep. 2019 till Dec. 2020
Employer	**:**	ADIB Bank Egypt
Job title	**:**	Senior IT Support Engineer
Job Description	**:**	• Responsible for diagnosing & resolving hardware, software & end users' problems. • Acting as the first point of contact for all IT & technical queries. • Developing the infrastructure and systems to meet the company's needs. • Working within a TCP/IP network environment, including DHCP, DNS and ethernet. • Involved in the rollout of software updates and patches. • Investigate specialist and complex IT support issues. • Communicating with third party technical specialists. • Configuring and managing backup & restore procedures. • Maintaining a wide range of computer hardware and software programs. • Identifying & reporting on the budgetary implications of IT projects and upgrades. • Provide secondary support for LAN administration. • Responsible for allocating work to junior staff and induction training for new staff. • Deploying new hardware, server backups & evaluating new software & security risks.

Dates	:	From Mar. 2013 till Aug. 2019
Employer	:	Eastern Company for Tobacco, Egypt
Job title	:	IT Engineer (Project, Network, System)
Job Description	:	

- Design and implement processes for ensuring efficient IT operations in an organization.
- Troubleshoot / analyze computer systems to identify and eliminate performance bugs and hardware malfunction.
- Oversee the maintenance, repair or replacement of computer units or other technological components.
- Recommend software and programs to meet the IT needs of a company.
- Communicate with clients to identify their requirement and ensure their needs are met.
- Provide follow up services to ensure customer satisfaction and resolve client issues.
- Run quality checks on products/programs to ensure optimal and efficient performance.
- Ensure the security of an organization's IT database by performing backups and updating security.

Dates	:	From Feb. 2012 till Feb. 2013
Employer	:	Vodafone Egypt
Job title	:	Front Line Support Engineer
Job Description	:	

- Responsible for providing Global IT support for all Operating Companies around the world acting as a front line to 2nd line teams regarding different infrastructure, enterprise and consumer services.
- Receiving, acquisition, forwarding, handling and closing-off of every description among compliance with defined rules.
- Open tickets based on received phone calls, emails or fax.
- Monitor and track ticket system, email system, phone and fax for incoming Incidents and Requests.
- Enrich tickets with additional information if required and/or needed.
- Dispatch Incidents and Requests to next level of support including call out.
- Inform IMS (Incident Management and Support Team) via phone about Critical Incidents.
- Inform Incident or Request Originator about updates and progress.
- Review ticket answers from underlying support levels.
- Answer Incidents and Requests back to originator.
- Keeping customers informed on request status and progress till closure.
- Liaising with other support groups in assisting with the resolution of SRs where initial investigation fails to resolve the customer incident.
- Pro-actively keeps users informed of all relevant service events, actions and service changes that are likely to affect them.
- Solve incidents based on knowledge.

Dates	:	From Jan. 2011 till Jan. 2012
Employer	:	Multiple Companies
Projects	:	

- WASCO Gas Egypt
- Luxor International Airport

Job title	**:**	IT Trainee
Dates	**:**	From Nov. 2009 till Dec. 2010
Employer	**:**	Air Defense Command, Egypt
Job title	**:**	IT Soldier
Job Description	**:**	• Manage a local area communications network (LAN).

- Responsibilities include network security, installing new hardware and applications, monitoring software upgrades and daily activity, enforcing licensing agreements, developing a storage management program and providing for routine backups, not to mention ensuring that it is up and running all the time Network monitoring Testing the network for weakness Keeping an eye out for needed updates Installing and implementing security programs In many cases, E-mail and Internet filters Evaluating implementing network management software.

Dates	**:**	From Oct. 2008 till Oct. 2009
Employer	**:**	Multiple Companies
Projects	**:**	• Telecom Egypt
		• Eastern Company for Tobacco
Job title	**:**	IT Trainee

Further experiences : Multiple IT Projects / Multiple Organizations (Oct. 2008 – Aug. 2019):
- Eastern Company for Tobacco 6th of October Industrial Complex.
- Network Construction Project Services Ideas owner for Vodafone Egypt (Call filter service - Mobile internet bundle service - USB modem bundles service).
- Telecom Egypt Land line Cable Anti-theft solution idea owner.

Field of experience :
- Excellent CCNA.
- Excellent Customer satisfaction.
- Very good IT support.
- Excellent MCSE.
- Excellent Windows.
- Excellent Network management.
- Excellent troubleshooting.
- Excellent upgrades.
- Excellent technical support.
- Excellent conflict resolution.
- Excellent server / network configuration.