Holds a B. Sc. in Electronics & Communication Engineering and has over 6 years experience working in networks operation and troubleshooting.

PERSONAL DATA

Nationality	**:**	Egyptian
Birth Date	**:**	17/10/1993
Gender	**:**	Male
Marital Status	**:**	Single
Residence	**:**	New Cairo

EDUCATION

: B. Sc. in Electronics & Communication Engineering, New Cairo Academy, 2016

: Studying for M. Sc. in Electronics & Communication Engineering, Arab Academy for Science, Technology and Maritime Transport

LANGUAGES

Arabic	**:**	Native Language
English	**:**	Excellent

COMPUTER SKILLS

: Windows, MS Office, Internet

: Python

TRAINING COURSES AND CERTIFICATIONS

: Scholarship in National Telecommunication Institute (Apr. – Oct. 2018).

: CCNA (Certified, Cisco ID: CSCO13247170).

: CCNP Enterprise (Certified, Cisco ID: CSCO13247170).

: JNCIA (Certified, Juniper ID: JPR00301714).

: JNCIS-SP (Certified in Progress).

: JNCIP-SP (Certified in Progress).

: NRS I (Certified, Nokia ID: 300663).

: NRS II (Certified in Progress).

: HCIP R&S (Certified in Progress).

: Training at Advanced Computer Technology (Sep./Oct. 2018):
  - Implementing customers' network infrastructure.
  - Configuration and implementation for Network Segments, Nodes and Customer Installations.
  - Configuring Multivendor switching equipment (Cisco & HP).
  - Configuring HP wireless controllers and Access points.
  - Troubleshooting network problems.

: Training at National Authority for Remote Sensing & Space Sciences (Aug./Sep. 2015):
  - Fundamentals of Geographic Information Systems (GIS 1).
  - Editing Data with ArcGIS administrator (GIS 3).
  - Network Analyst (GIS 6).
  - Applications of remote sensing on oil and mineral resources.
  - Atmospheric Studies using RS & GIS.

: Training at Systel (Jun./Jul. 2014):
  - Installing, programming and encrypting (by KVL) lots of TETRA Remote Sites (Indoor & Outdoor) which include different BTS types like EBTS, MBTS, MTS2 and MTS4.
  - Installing, commissioning, configuration and test for Control Room Sites including NMTs, remote MCC7500 Consoles & Digital Voice Logger (with AIS server) and connecting them to MSO through MNR Routers and LANS then carrying traffic via E1 Transmission Media.
  - Installing and programming lots of In-Building BDA (Bidirectional Amplifier) inside Underground, Basements and Tunnels to cover the dead zones and overcome signal weakness.

: Training at Cairo Airport (Jun./Jul. 2013):
  - Basic Indoctrination for Electrical, Avionics and Airframe & Powerplant.
  - Aviation Legislation.
  - Human Factors Training.
  - Basic Engine Overhaul.
  - Basic Aircraft Performance.
  - EGYPTIAN Aviation Regulations.
  - ELECTRICAL WIRING INTERCONNECTION SYSTEM.

CHRONOLOGICAL EXPERIENCE RECORD

Dates	:	From Feb. 2021 till now
Employer	:	Telecom Egypt
Job title	:	IP Core Operations Engineer
Job Description	:	• Perform daily networks operation task, handle technical IP related problems.

- Perform daily networks operation task, handle technical IP related problems.
- Management and maintenance IGW Networks.
- Troubleshoot equipment and any network problems (Juniper & Cisco & Huawei and Alcatel) and to open and track TAC cases with different vendors & Handle RMA.
- Perform Hardware acceptance, configuration & testing.
- Perform software upgrade for all IP Network nodes.
- Perform IP configuration audit & IP Network Optimization to ensure the service quality & enhance network performance.

Dates	:	From Dec. 2019 till Jan. 2021
Employer	:	Etisalat Misr
Job title	:	Enterprise Operations Back Office Engineer
Job Description	:	• Troubleshoot customer's enterprise services complaints (internet, VPN, IVPN, WIFI, Video Surveillance) implemented over different media (Leased Line, PreWimax, Microwave and 3G) and either solve customer complaint remotely or allocate field maintenance resource if needed.
		• Document all troubleshooting and any case management actions via HP Trouble Ticketing System to track customer's failure history and build knowledge database.
		• Evaluating Change request, Planned Activities, that affect enterprise customers' operation pre and post change implementation (wireless Services).
		• Contribute in any network taskforce that affect customer's solution, performance or stability.
		• Ensure cases are escalated to the most appropriate department as part of the case flow process and follow up is done to minimize Customer's MTTR.
		• Ensure that the technical escalation process is in line with company escalation matrix to achieve customer satisfaction and target MTTR.
		• Indicate that the problem has been passed to problem management in case the failure/incident categorized as problem.

Dates	:	From Apr. 2019 till Nov. 2019
Employer	:	Noor Data Network
Job title	:	Enterprise Network Engineer
Job Description	:	• Provide the front-line support for enterprise customers.
		• Troubleshooting customers' problems related to different WAN technologies (ATM, TDM and IP DSLAMs).
		• Troubleshooting customer's physical and logical problems.
		• Configuring CPE devices.
		• Proactive Monitoring.
		• Troubleshooting routing problems include BGP peering with customers.
		• Handling customer's configuration requests on their routers.
		• Troubleshooting advanced customer PE to CE routing problems.

Dates	:	From Oct. 2018 till Mar. 2019
Employer	:	Fiber Misr
Job title	:	Network Engineer
Job Description	:	• Implementing customers' network infrastructure.
		• Configuration and implementation for Network Segments, Nodes and Customer Installations.
		• Configuring Multivendor switching equipment (Cisco, Huawei).
		• Configuring Cisco wireless controllers and Access points.
		• Troubleshooting network problems.

Dates	:	From Jan. 2017 till Mar. 2018
Employer	:	Ministry of Military Production

Job title	**:**	IT Support Engineer
Job Description	**:**	• IT support representative.

- IT support representative.
- Implementation, support, maintenance and troubleshooting of all network related issues.
- Cabling, termination, cable splicing, patching.
- Receiving tickets, calls, analyzing incident, troubleshooting, and supporting related network according to the agreed SLA.
- Informing management with all related business risks, issues, challenges, incidents, and all work-related concerns.