Holds a B. Sc. in Electronics & Communications Engineering and has about 7 years experience working in computer networks, unified communication and VoIP systems.

PERSONAL DATA

Nationality	:	Egyptian
Birth Date	:	17/11/1991
Gender	:	Male
Marital Status	:	Married
Residence	:	Giza, Cairo

EDUCATION

- **:** B. Sc. in Electronics & Communications Engineering, Zagazig University, 2014
- **:** Pre-Master degree from Zagazig University, 2016
- **:** Studying for M. Sc. at Zagazig University
- **:** Nasser Secondary School

LANGUAGES

Arabic	:	Native Language
English	:	Very Good

COMPUTER SKILLS

- **:** Windows, MS Office, Internet
- **:** Avaya System Administration
- **:** Avaya Solution Deployment
- **:** Avaya IP Office Manager
- **:** Cisco Packet tracer

TRAINING COURSES AND CERTIFICATIONS

- **:** Scholarships:
  - National Telecommunication Institute scholarship (NTI) (2016):
    NTI Graduation Project: Applied Voice Solution based on Avaya system
    - Enterprise private network is built based on Avaya solution, where it eliminates the complexity and cost of integrating and managing the system and applications.
    - The project consists of two separate Avaya systems integrated together to contribute one voice solution providing the telephony

service to different types of phones (Analog, Digital, and IP).
- The integration between these two systems is implemented using a digital trunk (E1); we also experienced integrating these two systems using IP trunks (SIP & H.323).
- Integrated with Cisco Unified Communication Manager (CUCM) using SIP trunk, two Cisco gateways using H.323 trunk and one Cisco gateway using SIP trunk.
- Voice and video over IP networks Track (VoIP).
: CDMA & UMTS (3G) with Eng. Waleed El Safoury (Feb. 2014).
: GSM & GPRS (2G) with Eng. Waleed El Safoury (Jan. 2014).
: CCNA 200-120 with Eng. Ahmed Abdallah (Jul. 2013).
: Trained as a Telecom Engineer at Telecom Egypt and Fiber transmission for Telecom Egypt (Apr./May 2013).
: Trained in Benha Electronics (Egyptian Company for Electronics Devices) (Jul./Aug. 2012).
: Trained in Elsweedy Cables (Jun. 2012).

CHRONOLOGICAL EXPERIENCE RECORD

Dates	:	From Dec. 2020 till now
Employer	:	WE Data
Job title	:	Telecommunication Operation & Support VoIP Engineer
Job Description	:	• Work on Avaya applications (Avaya Communication Manager – Avaya System manger – Avaya CMS supervisor - Avaya Call Recorder – Avaya AWFO Recording solution (select) - Avaya Experience portal - Avaya Session Manager - Avaya Equinox meeting system - Avaya AES servers).

- Work on Avaya applications (Avaya Communication Manager – Avaya System manger – Avaya CMS supervisor - Avaya Call Recorder – Avaya AWFO Recording solution (select) - Avaya Experience portal - Avaya Session Manager - Avaya Equinox meeting system - Avaya AES servers).
- Provide first/second-level technical support for Enterprise Voice technologies to All WE Avaya Migrated Customers.
- Work on WE different systems like:
  - Teleopti management solution Reporting system.
  - Lithium solution for We social media system management.
  - NovoMind WE Social media systems Agent chat.
  - I-listen recording system.
  - Contact Center solutions.
- Monitor the performance of the existing telecommunication infrastructure and offer suggestions for improvements.
- Troubleshoot and resolve telecommunication issues including converged voice and CC Applications.

Dates	:	From Feb. 2018 till Nov. 2020
Employer	:	SISCOM Group
Job title	:	Technical Voice Engineer
Job Description	:	

- Meeting with customers over the phone, email, or on site to assist in technical aspects of business development.
- Making technical presentations and demonstrating on how our voice, call center and Network products meet client needs.
- Managing and interpreting customer requirements - speaking with clients to understand, anticipate and meet their needs.

- Researching options and requesting quotes for solution components of projects or custom products.
- Working with the engineering team to ensure development schedules and deliveries are being met.
- Attending and/or participating in trade shows, conferences and other marketing events.
- Developing support material for other members of the sales team.
- Support ADIB bank in Egypt to solve all related issues of below productions:
    - Avaya Voice System Applications:
        - ❖ Avaya Aura Contact Center.
        - ❖ Avaya Aura System Manager.
        - ❖ Avaya Communication Manager.
        - ❖ Avaya Enablement Services.
        - ❖ Avaya Session Manager.
        - ❖ Avaya Agent desktop softphones.
    - Nice inContact Uptivity call recording system.
    - Aspect Voxeo IVR system.
- Install and configure voice systems according to the customer's prerequisites:
    - Design 3CX phone system (Registrations of Planet IP phones and VoIP Gateways with 3CX server).
    - Integration between Avaya and 3CX.
    - Installation and configuration of different VoIP Gateways types (Planet, Patton, and Billion).
    - Integration between Avaya voice system with 3rd party Uptivity Recording and IVR Aspect Reporting systems.

Dates	:	From Nov. 2016 till Jan. 2018
Employer	:	Telecom Technologies Company for IP Telephony Solutions, Avaya Gold Business Partner
Job title	:	Voice & Data Convergence Engineer
Job Description	:	

- Provide the customers with maintenance support regarding Avaya voice systems (Avaya Media Servers models S8800, S8500, S8510, S8700, S8400 and S8300 with various releases of communication manager, Avaya Media Gateways models G650, G700, G450 and G430, Avaya IP Office systems.
- Perform periodic maintenance tasks to the customers (monitor the performance and the alarms of the voice system, take a full backup of the system and modify the system's configuration if required).
- Design voice systems and call centers solutions (using Avaya voice systems) according to the customer's requirements.
- Provide the customers with remote maintenance support.
- Study the new products of Avaya voice systems.
- Provide the maintenance team with the required technical support and with the required software resources.
- Installation and Configuration of Avaya Communication Manager (CM).
- Installation and Configuration of Avaya Session Manager (SM).
- Installation and Configuration of Avaya IPO Office.
- Installation and Configuration of Avaya layer 3 switches.
- Install and configure Avaya voice systems according to the customer's

prerequisites and here is some of successful installation projects that I have participated in:

- Ministry of Investment and International Cooperation:
  - ❖ Upgrade and Migration Avaya voice system from release 6.xx to 7.xx.
  - ❖ Installing Avaya Virtual platform release 7.0 and 7.1 on Dell PowerEdge t630 server.
  - ❖ Installation and Configuration of Avaya Communication Manager (CM) Release 7.0 and 7.1.
  - ❖ Installation and Configuration of Avaya System Manager (SMGR) Release 7.0 and 7.1.
  - ❖ Installation and Configuration of Avaya Session Manager (SM) Release 7.0 and 7.1.
  - ❖ Installation and Configuration of Avaya Communication Manager Messaging Release 7.0 and 7.1.
  - ❖ Installing of Avaya Enablement System AES Release 7.0 and 7.1.
  - ❖ Installing Session Border Controller SBC Release 7.0 and 7.1.
  - ❖ Configuration of Avaya SIP phone J129.
  - ❖ Configuration of Avaya ERS 3500 Switches.
- Egyptian National Railways:
  - ❖ Installing Avaya IP office 500v2.
  - ❖ Configuration of Avaya SIP phone E129.
  - ❖ Configuration of Huawei switch.
- A charity of Dr. Abla Elkhlawy at Elmokatm:
  - ❖ Design free PBX based on Elastic software establishing a call center system.
  - ❖ 3CX software server configuration.
  - ❖ Free PBX software server configuration.
  - ❖ Grand stream Gateway configuration.
  - ❖ Four Central offices outside lines connected to the gateway.