Holds a Bachelor in Commerce (Accounting) and an IBM Diploma. Has about 20 years hands-on experience working in IT field and became an IT Manager.

PERSONAL DATA

Nationality	:	Egyptian
Birth Date	:	06/12/1976
Gender	:	Male
Marital Status	:	Married
Residence	:	Cairo

EDUCATION

- Bachelor in Commerce (Accounting), Cairo University, 1998
- IBM Diploma (9 months Diploma taken in IBM, includes Networking, Operating System, Application programming, Web Programming, Database, Graphics, Web Design and other), 2001

LANGUAGES

Arabic	:	Native Language
English	:	Good

COMPUTER SKILLS

- Windows, MS Office, Internet

TRAINING COURSES AND CERTIFICATIONS

- ITIL 2011: Information Technology Infrastructure Library.
- PRINCE 2: Project management in controlled environment.
- CCNA routing and switching.
- Linux installation, administration, scripting, package management under dep and rpm distribution.
- VCA-DCV: VMware certified associate Data Center Visualization.
- VCA-Cloud: VMware certified associate Cloud.
- VCA-WM: VMware certified associate Workforce Mobility.
- TOT: Training of trainer (Galaxy Dubai).
- Advanced TOT (Barcelona University).
- MCTS (Microsoft Cerified Technology Specialist): SQL Server 2005.
- MCSP (Microsoft Certified System Professional): Windows 2003.
- MCSE (Microsoft Certified System Engineer): Windows 2003.

	:	Security concepts & Kaspersky anti-virus administration.
	:	CCNSP – FT: Cyperoam (SOPHOS) certified security professional.
	:	CIW: Web Development professional (CIW 430).
	:	Internet skills professional (CIW 410).

CHRONOLOGICAL EXPERIENCE RECORD

Dates	**:**	From Jul. 2018 till now
Employer	**:**	Andalusia Medical Services
Job title	**:**	Regional IT Manager

Dates	**:**	From Apr. 2017 till Jun. 2018
Employer	**:**	UniCare for medica care & centers
Job title	**:**	Head of IT

Dates	**:**	From Aug. 2016 till Apr. 2017
Employer	**:**	UNODC
Job title	**:**	IT Project Manager

Dates	**:**	From 2008 till 2016
Employer	**:**	Baraka Optics Group
Job title	**:**	IT Manager

Dates	**:**	From 2005 till 2008
Employer	**:**	Bella Donna Co.
Job title	**:**	IT Manager
Job Description	**:**	Manage IT team (3 persons), establish, administrate and maintain Network with 100 PC, 30 Branches WAN, 3 Servers (Domain, Oracle, SQL), 56 Printers, 15 IP Camera.

Dates	**:**	From 2004 till 2005
Employer	**:**	Egypt Sat (Data over satellite)
Job title	**:**	Technical Support Coordinator

Dates	**:**	From 1999 till 2004
Employer	**:**	Access Internet Services
Job title	**:**	Technical Support
Job Description	**:**	Support clients problems like Dial up, DSL, ISDN, Networking, PC's, Web, E-mail, etc.

Dates	**:**	From Jul. 1995 till Jan. 1996
Employer	**:**	Alfa Market – Giza
Job title	**:**	Network Operator

Field of experience   :

- Business Analysis:
  - Document, review and assess work cycle.
  - Gather intelligence from corporate executives and middle managers about needs and future growth.
  - Recommending system controls and protocols (Polices and procedures).
  - Write SOPs (Standard operating procedure) for the business units.
  - Write SRS (Software required specifications).
  - Instruct and write software / business test scenarios.
- IT Project Management:
  - Define project requirements by identifying project milestones, phases, and elements; forming project team; establishing project budget.
  - Monitor project progress by tracking activity; resolving problems; publishing progress reports; recommending actions.
- IT HUB:
  - Designed, planned, implemented, and currently operating of Baraka Optics IT Hub which includes Active Directory, Proxy Server, VPN Server, 3 Database Servers, Anti virus Server, Call Manager, VMware ESXI, Cisco Routers (2811, 2801, 888), Wireless controller, Cisco layer 3 core switch, 5 Cisco layer 2 access switches.
  - Cabling system, cooling system, Fire fighting system, raised floor, KVM.
- Virtualization:
  - Install and configure ESXI.
  - Create, configure monitor and maintain a wide range of virtual machines (Windows, Linux).
  - Install, configure, monitor and maintain VDIs.
- NETWORKING (WAN):
  - Designed, planned, implemented, and currently operating of Baraka Optics heterogeneous WAN which includes 37 Branches and H.Q. utilizing Frame Relay, MPLS, Site to site VPN, Local Loop, Client / Server VPN (IPSec).
- NETWORKING (LAN):
  - Designed, planned, implemented and currently operating Baraka Optics LAN consisting layer 3 core switch and multiple access switches.
  - Planned, implemented network security based on active directory and VLANs (Access lists).
  - Planned, implemented and operating Wireless Network which contains Cisco access points with wireless controller (Web Access, Passkey).
  - Troubleshooting and working out creative solutions using the available resources.
- IP TELEPHONY (VOIP):
  - Designed, planned, implemented and currently operating of Baraka Optics VOIP telephone system (Cisco) which includes call manager server, Voice gateway (Cisco 2811 router), Cisco skinny IP phones and Soft phones clients.
- BRANCHES CAMERA SURVEILLANCE (VIDEO OVER IP):

- Designed, planned, implemented and currently operating Baraka Optics Video surveillance system which includes 50 IP Cam. with different angles (Wide, Tele., Medium) and heterogeneous connectivity (MPLS, Frame Relay, Real IP using ADSL, Real IP using 3G).
- TRAINING:
    - Designed, planned, implemented the Training for company's employees about using current equipment and solutions as well as new technologies that may add value for work.
    - Continuous Development of IT Department knowledge by internal training and outside training (if needed).
- SERVICE DESK ADMINISTRATION:
    - Oversee all help desk activities at the regional level.
    - Respond to escalated help desk issues.
    - Oversee all IT administration and maintenance processes.
    - Interact with Managers and employees on all levels to help resolve IT-related issues and provides answers in a timely manner.
- IT ASSET MANAGEMENT:
    - Build and maintain vendor relationships and manage the purchase of hardware and software products.
    - Manage the purchase of all software, hardware and other IT supplies.
    - Ensure that company assets are maintained responsibly.