

Holds a B. Sc. in Electronics & Communication Engineering and has over 19 years hands-on experience working in IT / Network field.

PERSONAL DATA

Nationality : Egyptian
Gender : Male
Residence : Nasr City, Cairo

EDUCATION

: B. Sc. in Electronics & Communication Engineering, Cairo University, 1998

LANGUAGES

Arabic : Native Language
English : Fluent
Russian : Fluent

COMPUTER SKILLS

: Windows, MS Office, Internet

TRAINING COURSES AND CERTIFICATIONS

: Certified as Broadband Technologies Engineer from Fat Pipe University, CA, USA, 2000.
: MCP (Microsoft Certified Professional), NY, USA, 2000.
: MCSE (Microsoft Certified Systems Engineer), NY, USA, 2003.
: CCNA (Cisco Certified Network Associate), Egypt, 2003.
: CCNT (Certified Convergence Network Technologies), Egypt, 2003.
: CCNP (Cisco Certified Network Professional), Egypt, 2006.
: CCDA (Cisco Certified Network Designer), Egypt, 2006.
: CWLAN (Cisco Wireless LAN Specialist), Egypt, 2006.
: Cisco IP Telephony Express Specialist, Dubai, 2006.
: ITIL V3 Foundation (IT Infrastructure Library), Egypt, 2010.
: MCTS (Microsoft SQL 2008 Development), Egypt, 2011.
: MCTS (Microsoft SQL 2008 Business intelligence development and maintenance), Egypt, 2011.
: MCTS (Microsoft Project 2010-Managing Projects), Egypt, 2011.
: MCTS (Designing, Accessing and Optimizing Software Asset Management), Egypt, 2011.

- : Certified as a Customer Care Specialist from Vodafone Egypt, Egypt, 2015.
- : Six Sigma White Belt Certified by Aveta Business Institute, Aug. 2017.

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Nov. 2017 till now
Employer : American University in Cairo (AUC)
Job title : Cisco Instructor / Trainer
Job Description : Teaching Cisco Courses (CCNA Routing and Switching & CCNA Security plus CCNP) plus technical English.

Dates : From May 2015 till Nov. 2017
Employer : Vodafone UK, Cairo, Egypt
Job title : Supervisor on UK Billing Dept.
Job Description :

- Communicating audit findings by preparing a final report; discussing findings with Operations Manager using CMS SharePoint in order to improve overall Team's performance.
- Ensuring compliance with established internal control procedures by examining records, reports, operating practices and documentation.
- Preparing special audit and control reports by collecting, analyzing, and summarizing operating information and trends.
- Analyzing Quality Metrics & Key performance Indicators (KPIs).

Dates : From Mar. 2012 till Feb. 2015
Employer : Astoria Group LLC, Astrakhan, Russia
Job title : Systems Integration Consultant / Cisco Trainer
Job Description :

- Conducting Control plan time sheets, Data Collection/Samples, Error proofing & Trend Charts in order to improve employee's overall performance and Customer's Satisfaction in the Resort/Compound.
- Designed and setup security policies, networks, security device.
- Training Technical Staff on Cisco Technologies (such as Routing, Switching, Security, etc.).
- Act as liaison between internal staff and external contractors.

Dates : From Jan. 2010 till Jan. 2012
Employer : Stella Makady Hotel, Hurghada, Egypt
Job title : IT Manager (Hospitality)
Job Description :

- Handling the whole IP based infrastructure in the hotel, which included Data, IP Telephony, and Network Security, IPTV, BackOffice, POS , HR, Call accounting & Billing systems.
- Managing the IT Team members in order to ensure harmony and client's satisfaction.
- Developed and implemented security, policy recommendations.
- Planned and designed a disaster recovery strategy for the company, a project that saved the Company Un-necessary Upgrade steps.

Dates : From Aug. 2006 till Aug. 2009
Employer : Cyber Consult FZ LLC, Dubai, UAE
Job title : IT Project Manager (Hospitality and Governmental Sectors)
Job Description :

- Conducted and managed Business Cases, Project Scopes / Plans & Metrics as well as identifying responsibilities for knowledge and exchanging updates.
- Identifying Team's responsibilities and prepare Communication Plans & Workflow.
- Following up & tracking work progress on Maintaining complete current set of Project Documents.
- Took charge of a \$ multi-million systems integration Projects.

Dates : From Aug. 2005 till Aug. 2006
Employer : ACT (Advanced Computer Technologies), Giza, Egypt
Job title : Senior Networking & Pre-Sales Engineer (Hospitality and Governmental Sectors)
Job Description : Handling Networking Pre & Post sales activities, such as identifying technical requirements, studying tender documents and preparing bill of quantities, integrating various system's components together.

Dates : From Aug. 2002 till Aug. 2005
Employer : Orange (x-Equant), Cairo, Egypt
Job title : Senior Data / Voice Engineer
Job Description : Remote Support and configurations for new installations related to Routing, Switching, leased lines, ISDN, Dial up and ATM devices as well as troubleshooting faulty system components.

Dates : From Sep. 1999 till Jun. 2002
Employer : Cable Vision Corp., NY, USA
Job title : Network Field Engineer
Job Description : Installation and handling of large volume of orders on daily basis regarding Cabling and Network equipment installations for broadband services.

Field of experience :

- Strong exposure in IT & Infrastructure Management, Information Security & Troubleshooting.
- Good working knowledge of SQL Server, MS, MS Visio, MS Project.
- Extensive Exposure to Preparing Business cases, Project Scopes, Root Cause Analysis.
- Very good understanding of unified communications& IP Telephony concepts.
- Full awareness of Cloud and Virtualization Technologies (ex. Cisco, VMware) as well as SDN (Software defined Networking) & SD-WAN (Software defined WAN).
- Excellent knowledge of Project's Scope & Charter, Data Collection & Communication Plans.
- Extensive knowledge of and proven experience in managing administration aspects of telecommunications technology, systems and service delivery (such as Billing & Charging)
- Proficiency in TCP/IP networking infrastructure such as routers, firewalls,

VLANs, VPN.

- Efficient Team Leader & Player, combining communication, interpersonal & problem solving skills with analytical, decision-making and leadership capabilities to enhance organizational objectives.
- Knowledge of CDN (Content delivery networks) & their missions / requirements.
- Out-of-the-box-thinker, innovative, energetic, well-organized & very good strategic planner.
- Good Understanding of Six Sigma Concepts & Quality Methodologies.