

Holds a B. Sc. in Communication & Electronics Engineering and has over 7 years hands-on experience working in IT field.

## PERSONAL DATA

Nationality : Egyptian  
Birth Date : 20/05/1988  
Gender : Male  
Marital Status : Married  
Residence : Alexandria

## EDUCATION

: B. Sc. in Communication & Electronics Engineering, Alexandria University, 2011

## LANGUAGES

Arabic : Native Language  
English : Fluent

## COMPUTER SKILLS

: Windows, MS Office (Word, Excel, Power Point), Internet  
: MS Project, MS Visio  
: MS Outlook, IBM Lotus Notes, MS Lync and Cisco jabber, Microsoft Skype for Business  
: Windows Server, RDP servers, Active directory, Domain Controller, Print & share servers  
: Packet Tracer, GNS3, SQL Management Studio, Putty  
: Team Viewer, Any Desk, SCCM2012, Remote Desktop Connection, Remote Assistance. VPN

## TRAINING COURSES AND CERTIFICATIONS

: CCNA certified.  
: CCNP Routing Course.  
: MCSA2012 & MCSE2012 Courses at New Horizon.  
: Mobile Package Course at New Horizon.  
: ICDL certified.  
: Widows Server 2003 (self-study).  
: MCITP 2008 (self-study).

- : SQL server2008 & 2012 administration (self-study).
- : SQL Database admin (self-study).
- : Oracle SCM Function Consultant (self-study).
- : Trainings at:
  - MOBINIL Company with Motorola SYSTEL (2007).
  - Telecom Egypt at Alexandria (2009).
  - Abu Qir for Electricity Production at Alexandria (2006).

## CHRONOLOGICAL EXPERIENCE RECORD

- Dates** : From Jul. 2017 till now
- Employer** : SAVOLA Egypt
- Job title** : Business Application Administrator
- Job Description** :
- Job Purpose:
    - Provide Support for Applications in 2 sites related to sugar sector in SAVOLA group (Oracle, Custom and Agro Apps).
    - Provide 1st, 2nd level support for sales buzz application in AFIA sales sector.
  - Assist CS team in their projects and technical advice.
  - Technical support for user's issues (software issues, outlook, office issues, and Technical advice).
  - Provide support for apps (Oracle SCM Function, OPM Costing, New Soft, WB App, Crystal Reports, Local Attendance).
  - Prepare for new projects like (Sales buzz Android Roll Out, Sales Buzz Upgrade, Oracle EAM in Alex sugar Company).
  - Administrate AFIA Database & Application servers (updates, backup, issues, upgrades, vendor requests).
  - Support and consult AFIA sales team with new implementations and new projects (Sales promotions, new ideas).
  - Manage hardware replacement plans upon sales team business plans (Handhelds, Batteries, chargers, Printers).
  - Support all Sales buzz daily soft & hard issues 1st and 2nd level (24h/7days) to keep business continuity.
  - Manage all test process for new upgrades and updates (with Vendor).
  - In 2019, took the responsibility to support Oracle Inventory for 5 Business Units shared with another colleague.
  - Achievements:
    - Participate in sales buzz upgrade in 2017.
    - Perform sales buzz upgrade and sales buzz android pilot test projects in 2018.
    - Implement sales buzz android project and will be completed by end of 2019.
    - Prepare for sales buzz upgrade by end of 2019.
- Dates** : From Feb. 2016 till Jul. 2017
- Employer** : SAVOLA Egypt
- Job title** : IT Services Administrator

**Job Description** : 

- Job Purpose: Support company IT operations by maintaining & improving employee's devices (Computers, IP and analog telephone system, printers, CCTV, Attendance system, etc...) hardware & software to guarantee the effective IT operations.
- Support servers, desktops, Laptops, printers, routers, switches, firewalls, phones, personal digital assistants.
- Build, deploy, Maintain, and manage desktops and laptops hardware and Software.
- Maintain the data backup procedure for User PC's or Directories, Archive data, .PST Files.
- First Line Support for ERP System.
- Support the Sales Buzz application for over 40 AFIA sales distributors.
- Achievements:
  - Participate in new project in IT department called center of excellence and new ticketing system.
  - Impalement data cabling for all network racks in Alex sugar companies and also Data center, Fiber switches.
  - Implement new project for CCTV system to be accessed from Mobile (IOS & APK).

**Dates** : From Feb. 2013 till Feb. 2016

**Employer** : IBNSINA PHARMA CO.

**Job title** : IT Supervisor

**Job Description** : 

- Job Purpose: Support all company users for all IT problems for 2 branches (Alex center and Platform).
- Assist Network Team in troubleshooting Network Issues.
- Technical support for all Alexandria branches remotely in IT Issues.
- Supporting AS400 system user issues (creating users, uploading sales files, exporting daily sales reports).
- Supporting Lexmark & HP & IBM printer's issues.
- Performing annual stock count with warehouse team on AS400 and printing monthly customer statements.
- Achievements:
  - Participate in a project of Hand held barcode scanner for pharmaceutical boxes.
  - Impalement Full infrastructure Project in Alex Center Branch after fire disaster.
  - Participate in implementing New Alex Manshia Branch infrastructure project.

**Dates** : From Mar. 2011 till Dec. 2012

**Employer** : United Systems Co. in Cairo

**Job title** : IT Engineer

**Job Description** : 

- Job Purpose: Support all company users through client weekly and monthly visits through the company maintenance contracts.
- Work as IT Technical Support Resident Engineer at IFF Egypt (MARP).
- Work as IT Technical Support Resident Engineer at DKT International Co.
- Work as IT Technical Support Resident Engineer at Obour Institutes for IT.

- Work as IT Technical Support Resident Engineer at Intercontinental Plaza Garden Reef Resorts in Sharm El-Sheikh.
- Follow-up some works in the IT department at Four Season Hotel & Fairmont Hotel & Semiramis Hotel.
- Achievements:
  - Participate in a Network Project from A-Z in Sun Rise Arabian Beach Resort in Sharm El-Sheikh (Apr. 2012).
  - Participate in (Data center migration) in Bloom Bank in Cairo (from Apr. till Jun. 2012).
  - Participate in network migration for all switches in four seasons Nile Plaza Hotel.

- Field of experience :**
- High experience in computer software and hardware Maintenance.
  - Network experience with most of Cisco and HP products.
  - High experience with following: Windows XP, 7, 8, 10, Windows Server 2003 & 2008, 2012, Active directory, Domain controller, File and Print Server, WDS, VPN, Lotus Notes, IBM AS400, SQL server, System Backup, CCTV Systems, Remote Access Skills, Wireless Access Points, ADSL Modems, Fiber networks, Cisco Routers configuration, Network Printers, Xerox Printers, all HP printers, Lexmark Printers, Network Cabling.
  - Dealing with network devices like HP servers, Data Backup, Time attendance, Riverbed, Aruba wireless, Axxon Next, Crystal reports Server).
  - High experience with Service Manager ticketing system like (Service desk, Manage Engine Service Desk Plus).
  - High experience with remote support applications like (SCCM 2012, windows remote assistance, Remote Desktop, Team Viewer, Any desk).
  - High experience in Sales buzz application (BI technologies application for sales cycle).
  - High experience with Windows Mobile (hand held, Intermec devices).
  - High experience with SQL databases queries, troubleshooting and administration.
  - High experience with oracle EBS Module Functional level (Procure to pay & Inventory & supply chain & Cost management & Order Management) as first line support.
  - High experience with Custom applications like (New soft application, shipping applications, Sap Business Objects, Crystal Reports, Sales buzz, New Soft).