Holds a Bachelor of Social Studies and has over 21 years hands-on experience working in IT field.

PERSONAL DATA

Nationality	:	Egyptian
Gender	:	Male
Marital Status	:	Married
Residence	:	Giza, Cairo

EDUCATION

:	Bachelor of Social Studies, 1997

LANGUAGES

Arabic	:	Native Language
English	:	Good

COMPUTER SKILLS

:	Windows, MS Office, Internet

TRAINING COURSES AND CERTIFICATIONS

:	MCSE (Microsoft Certified System Engineer).
:	MCSA (Microsoft Certified System Administrator).
:	MCP (Microsoft Certified Professional).
:	MCITP (Microsoft Certified IT Professional).

CHRONOLOGICAL EXPERIENCE RECORD

Dates	:	From Mar. 2014 till Aug. 2018
Employer	:	Consulting Engineering Bureau (Enoia – Utilities)
Job title	:	IT Administrator
Job Description	:	• Configure Server HP ProLiant DL380G7 to able to working as a Microsoft server 2008 Inherits (Domain controller server, DNS Server, DHCP).
		• Configure Websites Access and Firewall.
		• Oversee the administration and maintenance of the company's infrastructure, and perform all IT Support Services.
		• Monitor and undertake network security and stability.
		• Perform analysis and design of computer network.

- Interact with internal clients on all levels to help resolve IT-related issues.
- Troubleshoot and resolve hardware, connection, printer and software issues reported to the Service Desk.
- Update network applications as required.
- Maintain daily tape backup and off-site tape storage.
- Troubleshoot and resolve all problems encountered with hardware and software.
- Monitor and remove virus, spyware, and other non-authorized software.

Dates	:	From Sep. 2013 till Jan. 2015
Employer	:	United Nations High Commissioner for Refugees (UNHCR)
Job title	:	ICT Consultant
Job Description	:	- Support the local area network in the UNHCR office to ensure a smooth and faultless use to all Users. This includes troubleshooting, maintenance of network software and the management of shared disk resources.

- Organize training of staff in the use of the LAN.
- Support computer applications to meet the needs of UNHCR operations and programs.
- Install standard UNHCR software/platforms, and ensure that the installed systems meet are operational at all times.
- Assist and support the UNHCR Office in maintaining the Asset Track system.
- Upgrade of computers (hardware) within the offices to the current UNHCR standards and complete any subsequent installation of new software platforms.

Dates	:	From Sep. 2008 till Oct. 2013
Employer	:	Medhat Abo-Zeid Egyptian Consulting House (MZECH)
Job title	:	IT Administrator
Job Description	:	- Configure Server IBM 3500 to able to working as a Microsoft server 2003 Inherits (Domain controller server, POP3 Server, DNS Server, DHCP).

- Manage ISA Server.
- Perform the day to day users support for PCs and printers maintenance.
- Supporting for All Network troubleshooting (SW / HW).
- Configure Wireless Network & access points.
- Perform data backups and disaster recovery operations.

Dates	:	From Jul. 2005 till Jul. 2008
Employer	:	EHAF CONSULTING ENGINEERS
Job title	:	IT Assistant Manager
Job Description	:	- Perform the day to day users support for PCs and printers maintenance.

- Computer Networks maintenance.
- Supporting for All Network troubleshooting (SW / HW).
- Configure Server Dell 1800 power edge to able to working as a Microsoft server 2003 Inherits (Domain controller server, POP3 Server, DNS Server, DHCP Server).
- Perform data backups and disaster recovery operations.

Dates	:	From Jun. 2004 till Jul. 2005
Employer	:	Integrated Thebes Language School
Job title	:	IT Support Eng. (Planning & Development Department)
Job Description	:	Responsible for the maintenance of all the Computers and printers (software and hardware).

Dates	:	From May 2002 till Jun. 2004
Employer	:	ACG & ITE Trade Fairs Co.
Job title	:	General Maintenance Technician
Job Description	:	• Responsible for providing technical support for more than 60 Computers. • The nature of the job also involved offering solutions for Hardware & Software and troubleshooting problems facing staff.

Dates	:	From Nov. 1997 till Aug. 2001
Employer	:	Alexandria Glass & Wood Manufacturing
Job title	:	Technical Support
Job Description	:	• Manager Assistant for maintenance and supporting more than 40 PCs. • Providing periodic and contingent support for computers and Networks used by staff.