

Holds a Bachelor of Computers & Systems Engineering and has about 17 years of professional work experience in the field of IT.

## **PERSONAL DATA**

Nationality : Egyptian  
Birth Date : 01/09/1979  
Gender : Male  
Marital Status : Married  
Residence : Badr City, Cairo

## **EDUCATION**

: Bachelor of Computers & Systems Engineering, Al-Azhar University, 2002

## **LANGUAGES**

Arabic : Native Language  
English : Good

## **COMPUTER SKILLS**

: Windows, MS Office, Internet

## **TRAINING COURSES AND CERTIFICATIONS**

: CCNA (Cisco Certified Network Administrator).  
: CCNP (Cisco Certified Network Professional).  
: CA Spectrum training.  
: ITIL V3 foundation training.

## **CHRONOLOGICAL EXPERIENCE RECORD**

**Dates** : From 2022 till now  
**Employer** : Bab Rizq Jameel Egypt, Abdul Latif Jameel  
**Job title** : IT Managaer  
**Job Description** :

- Supervising the work of the administration and participating in drawing up general policies and developing strategies for information technology, providing the necessary technical support to develop institutional performance, applying the best technical and technical solutions in all areas and activities of the entity in cooperation with those concerned

internally and externally to maximize the operational efficiency of the institution, and using the latest applications and systems in the field of policies Security and protection of information according to the organization's strategy.

- Network Infrastructure Management:
  - Design, implement, and maintain the organization's network architecture.
  - Configure routers, switches, and other network devices to ensure optimal performance.
  - Monitor network traffic and troubleshoot connectivity issues.
- Cybersecurity Implementation:
  - Develop and enforce security policies and procedures to protect the organization's data and network.
  - Install and configure security software, firewalls, and intrusion detection/prevention systems.
  - Conduct regular security assessments and vulnerability testing.
- Identity and Access Management:
  - Manage user accounts, permissions, and access controls to ensure only authorized personnel have appropriate access.
  - Implement and maintain authentication mechanisms.
- Endpoint Security:
  - Deploy and manage endpoint protection solutions (antivirus, anti-malware) on all devices connected to the network.
  - Implement device encryption and enforce security compliance on endpoints.
- Incident Response and Forensics:
  - Develop and execute incident response plans in the event of a security incident.
  - Investigate security breaches, analyze root causes, and implement corrective actions.
  - Conduct digital forensics to gather evidence and improve security measures.
- Network Monitoring and Optimization:
  - Use network-monitoring tools to identify and address performance issues.
  - Optimize network configurations for efficiency and scalability.
  - Implement Quality of Service (QoS) measures to prioritize network traffic.
- Security Auditing and Compliance:
  - Conduct regular security audits to ensure compliance with industry standards and regulations.
  - Collaborate with internal and external auditors to address security concerns and implement necessary improvements.
- Documentation and Reporting:
  - Maintain documentation for network configurations, security policies, and procedures.
  - Generate regular reports on network and security status for management review.
- Stay Informed:
  - Stay abreast of industry trends, emerging threats, and new technologies in network security.
  - Continuously update skills through professional development and

certifications.

- Dates** : From May 2007 till 2019
- Employer** : Toyota Saudi Arabia Abdul Latif Jameel United Finance
- Projects** :
- Establish, Operating and Managing Connectivity of branches in the Kingdom over IP VPN. (254 Branches)
  - Establish, segregate and migrate core network from Abdul Latif Jameel Mother Company
  - Implementation of Cisco Unified Communication Manager 11.5
  - Cisco Unified Presence Server 7.X, 8.X, 9.X
  - Cisco Unified Unity Connection 7.X, 8.X, 9.X Cisco Unity express 7.X, 8.X
  - Voice gateways 28XX, 29XX, 38XX, 39XX (2811, 2801, 2921...etc.)
  - IP Phones 7821, 7961, 6921, 7970, 7911, 7941, 9971, 7965, 9951 IP Communicator, Cisco Jabber, Personal Communicator, Third Party SIP
  - Implementing new features ex Extension Mobility Cross Cluster, Self-Provisioning, Multiple Local Route Group
  - Installing and Upgrading Cisco Unified Call Manager
  - Configuring Cisco Routers for Voice (Cisco Unified Communication Manager Express)
  - Disaster Recovery site preparation and implementation subject matter expert
  - Low Current solutions (CCTV, Access Control, attendance, ...) network design and implementation
- Job title** : Telecommunication Engineer
- Job Description** :
- Designed, implemented and managed the company's network infrastructure, including LAN, WAN, VPN, and firewalls.
  - Developed and implemented network security protocols to safeguard data and reduce the risk of cyber-attacks.
  - Led the successful migration of the company's telephony system to a new, modern platform, resulting in increased call quality and reduced costs.
  - Managed the company's various IT projects, ensuring they met project requirements and were delivered on time, within budget.
  - Provided technical support to end-users and resolved IT system issues in a timely and efficient manner, ensuring a high level of user satisfaction.
  - Key member of a green field implementation, configuration and operation of Tier 2 pre-fabricated Data Center.
- Field of experience** :
- Worked as a Network / Telephony Analyst with increasing responsibilities in technical leadership, computer technology and business-critical management. My expertise lies in developing scalable solutions that significantly improve efficiency, productivity and profitability. I have a proven ability to define and map scope, specifications, project timelines, resources, and budget requirements from the planning stage through production in a business environment.
  - Skills:
    - Network Infrastructure Design & Management.
    - Network Security Protocols.

- Firewall Management.
- VPN Configuration & Management.
- Implementation of Telephony Systems.
- Project Management.