

Holds a B. Sc. in Electrical Engineering (System and Computer Department) and has over 9 years hands-on experience working in IT field.

## PERSONAL DATA

Nationality : Egyptian  
Birth Date : 23/08/1983  
Gender : Male  
Marital Status : Married  
Residence : Helwan, Cairo

## EDUCATION

: B. Sc. in Electrical Engineering (System and Computer Department),  
Al-Azhar University, 2007  
: Studying MBA in Eslsca Paris School (Last Semester)

## LANGUAGES

Arabic : Native Language  
English : Excellent  
Portuguese : Good

## COMPUTER SKILLS

: Windows, MS Office, Internet  
: AutoCAD

## TRAINING COURSES AND CERTIFICATIONS

: Training in AdvanSys Company (2005): Control Engineer: provide full automation system (Analysis, design), software implementation and Testing.  
: Training in Horizon Company (2006): Web Developer: develop creative ideas, designs and illustrations aligned with the design brief and Brand identity.  
: Training in ZUU Media Company (2007): Help Desk: support customers via a free number, Website and E-mail.  
: American University Engineering Course.  
: C# Communication Skills.

# CHRONOLOGICAL EXPERIENCE RECORD

- Dates** : From Aug. 2012 till now
- Employer** : Misr Elkheir Foundation NGO's, Egypt
- Projects** :
  - Microsoft Dynamics CRM
  - Microsoft Dynamics GP
  - Microsoft SharePoint
  - Arc GIS
  - ELO DMS
- Job title** : Section Head of Applications
- Job Description** :
  - Project Engagement, planning using Microsoft Sure Steps, gathering Functional requirements, Design solutions, Monitoring risks, Quality measuring, testing and conducting design workshops, planning and facilitations the training and live phase.
  - In depth responsibilities and contributions overview:
    - Customer Engagement: Conducting demonstration based on customer business need, initial customer assessment, Business pain, understand business constrains, risks and requirements.
    - Business Analysis:
      - Conducting analysis sessions to go in depth and gather business pain, facts and requirements.
      - Output DFDs, Creating ERDs and FRD (functional requirements document).
      - Fit Gap Analysis.
      - Functional Requirements Document.
      - Project Plan to captures milestones, accountabilities, roles, etc., to set clear expectations.
      - Change Control Plan.
      - Communications and Training Plans.
    - Business Design:
      - Create Technical Design Document.
      - Conduct Feature Testing.
      - Create Test Scripts by role and function.
      - Risks and Issues Management.
    - Development:
      - Determine Security Roles.
      - Complete System Configuration.
      - Finalize Customization.
      - Conduct Acceptance Testing.
      - Begin Developing Data Migration Scripts.
    - Implementation:
      - Final System Readiness.
      - Final Data Migration.
      - User Acceptance Testing.
      - End User Training.
      - Go-Live.
    - After Go-Live / Operation:
      - Provide Post Go-Live Support.
      - Review Deliverables against SOW and Close out Project.
  - Gathering, documenting and analyzing business requirements relating to the development or enhancement of ICT applications used by the Organization.

- Co-ordinate the development, testing and deployment of information systems.
- Participate in the architectural design, development, customization and integration efforts of the organization's ICT applications.
- Co-ordinate all phases of software developments (inception to deployment and maintenance). To follow-up and co-ordinate internal and external application developments and teams.
- Play a key role in coordinating with external contractors ensuring proper and correct delivery of technical solutions.
- Setting up and configuring staging and production environments and organizing product specific tests prior to production deployment.
- Organizing with the other ICT team members the schedule of roll-outs and maintenance activities of software applications.
- Provide support, training and assistance to end users.
- Identify and troubleshoot problems and implement solutions for all above mentioned Applications for both Client and Server level.
- Any other task assigned by the ICT Manager and/or the Head of Department.
- System Administrator for CRM, GP, SP, Arch GIS and DMS.

**Dates** : From Jul. 2011 till Jun. 2012  
**Employer** : FDO-ABB Engineering Portuguese Company, ANGOLA  
**Project** : VTB BANK AFRICA  
**Job title** : Coordinator Engineer  
**Job Description** :

- Preparing Construction / Procurement Weekly Progress.
- Preparing Weekly Accessible E/M Work Report (Leading the Site).
- Spare Parts Data Packages Coordinator.
- Material analyst.
- Follow up the procurements of material, preparing Purchasing orders.
- Participated in interface and Project coordination.
- Preparation of specifications for procurement of new equipment.
- Participated in preparation of bill of quantities (BOQs) for the mechanical and electrical equipments.
- Handling and preparing Electromechanical Operation and maintenance manual (OIMM).

**Dates** : From Nov. 2009 till Jul. 2011  
**Employer** : Hilton Sharm Dreams  
**Job title** : IT Supervisor, Acting as IT Manager  
**Job Description** :

- Troubleshooting hardware and software (PCs and Servers) Problems.
- Administration of network printers, scanners and Faxes.
- Galaxy System for (Ticketing and F&B) administration.
- Contact suppliers to get offers of software and hardware.
- Responsible for all office equipment maintenance agreements and follow up.
- Send report weekly to IT cluster Manager with IT Department Last update and pending issues.
- Manage IT projects from beginning to end to meet project expectations and timelines.
- Responsible for configuring IT infrastructure.

- Identify and troubleshoot problems and implement solutions.
- Provide training and mentoring direct reports.
- Responsible for performance management and goal development for direct reports.
- Supervise and assist with system installation.
- Resolve compatibility, reliability and quality issues.
- All other duties as assign.

**Dates** : From May 2008 till Nov. 2009

**Employer** : MEAYG Group for Machines Trading

**Job title** : Maintenance Engineer

**Job Description** :

- Installing, updating, testing Software for machines (laser, Printing, Hot fixing).
- Maintaining Electronics cards.
- Maintaining Motherboards.
- Testing for electrical devices of machines.
- Repairing all electronic cards.
- Make configuration system for all machines.
- Attended training course with international professors (from Korea).
- Attended Cairo International Conference Center (EGY STITCH 2009).
- Follow up with all customers (2400 Customers in Cairo).
- Team Leader responsible for (3 engineers and 9 technicians).
- Reporting to chief engineer with all pending issues daily.
- Attended meeting with GM Monthly.
- Communicated with manufacturing company in Korea.
- Making training for junior engineer to join with my team.

**Field of experience** :

- Network design, implementing and maintenance.
- Programming with Microsoft Visual Basic.NET.
- Excellent knowledge of GSM.
- PLC and SCADA system.
- Data base analysis and design.
- Microprocessor 6800 Architecture, interfacing, Programming and Design.
- Artificial Intelligence.
- Microsoft SQL Server Reporting Services (SSRS).
- Windows Communication Foundations (WCF).
- WebAPI.
- JavaScript.