

Holds a Bachelor in Computer Science (Specialization: Computer Programming) and has about 24 years of experience in IT field.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 26/08/1979
Gender : Male
Marital Status : Married
Residence : Cairo

EDUCATION

: Bachelor in Computer Science (Specialization: Computer Programming),
Elalson Academy, 2001

LANGUAGES

Arabic : Native Language
English : Very Good

COMPUTER SKILLS

- : Microsoft:
 - Excellent knowledge and hands-on experience in all Microsoft Windows (client/Server), including installation, configuration, implementation, administration, troubleshooting and support.
 - Excellent using MS Dos.
 - Good knowledge of using Active directory.
 - Excellent knowledge using all office types.
- : Network:
 - Good knowledge of Cabling.
 - Adjustment & Troubleshooting TCP/IP Configuration.
 - Good knowledge of routers configuration.
 - Excellent support for wireless issues.
- : Hardware: Support and Maintenance (PCs – Notebooks – Monitors – and Others).
- : Internet: Excellent knowledge of Internet Business & internet protocols & internet security.
- : Application: Excellent knowledge of Applications / ERP systems / Ticketing systems.

TRAINING COURSES AND CERTIFICATIONS

- : Microsoft Certifications ID: 6565667:
 - Microsoft Certified Systems Administrator (MCSA) 2003.
 - Microsoft Certified Desktop Support Technician (MCDST).
 - Microsoft Certified Technology Specialist (MCTS) Windows Vista.
 - Microsoft Certified Technology Specialist (MCTS) Windows 7.
- : Microsoft Certified Systems Engineer (MCSE) from Fujitsu Education.
- : YPDT Yat Professional Diploma (Technical Support & Maintenance).
- : SAP Basis from Jupiter 2000.
- : English Course from British Council Intermediate 1 Level 8.
- : English Course from British Council Intermediate 2 Level 8.

CHRONOLOGICAL EXPERIENCE RECORD

- Dates** : From 2025 till now
- Employer** : Al-Kifah Holding (Egypt / KSA)
- Job title** : Sr. Application Support Engineer (SAP ERP System / Ticketing System)
(Acting as IT Assistant Manager)
- Job Description** :
 - Managing workflow of SAP tickets for SAP modules (FI / MM / SD / HCM / PM / PP / QM / ABAP / BASIS).
 - Check ticket requests, diagnose issues, and assign tickets to the appropriate consultant based on classification.
 - Run the required report to check the pending issues in the system.
 - Update ticket status with progress or resolution details till solved.
 - SAP Asset Controller ICT equipment of all departments.
 - Responsible for managing the ICT lifetime of equipment and initiating the required reports in case of scrapping.
 - Responsible for creating and following up on the PR/PO process for the ICT Department of all ICT (Services / Equipment) till the invoice is paid to the vendor, on behalf of the ICT Manager.
 - Responsible for following up on all ICT (Contract Agreements & Invoice Payments) on behalf of the ICT Manager.
 - ICT projects coordinator of the applications projects.
 - Follow up with “SAP Team” and “IT Technical Support” to solve the pending issues on the system on behalf of the ICT Manager.
 - Achievements:
 - Participated in the “Command Alkon” and “SAP” integration project for Al-Kifah branches in Saudi Arabia, ensuring seamless integration and data flow between both systems Saudi Arabia Al-Kifah Branches.
 - Done the Asset project in SAP for the ICT department.
- Dates** : From 2023 till 2025
- Employer** : Egyptian LNG for Liquefied Natural Gas (ELNG)
- Job title** : Sr. ORACLE Application Support (ICT / SCM / Finance / HR / Admin) on Service Desk Ticketing System – ORACLE e-business suite Ver. R12.2.12

Job Description :

- Registering the suppliers and managing all updates related to vendors on the system.
- Registering employees on the system for the HR department.
- Monthly business (close/open) for the (Inventory/Purchasing) on the system.
- Create the monthly KPI report of the SCM Governance department from A to Z.
- Prepare all reports related to SCM from the system to SCM members & Finance members, etc.
- Follow-up & communicate with buyers & vendors to submit missing requirements of the registration process.
- Establish and maintain relationships with shippers and vendors.
- Work with the procurement, logistics, and IT departments to enhance delivery.
- Collect data on supply chain operations.
- Assess vendor operations and enforce compliance with quality standards.
- Train SCM department members on system workflows for processing required requests.
- Achievements:
 - Participate in the creation process of the new scope of work on ORACLE EBS Ver. 12.

Dates : From Jan. 2018 till 2023

Employer : Egyptian LNG for Liquefied Natural Gas (ELNG)

Job title : IT Technical Support Manager

Job Description :

- Delegate duties and tasks within the IT Support Team.
- Provide remote Capability Services to end-users.
- Write forward regular reports to the management.
- Organize support, troubleshooting, and repair for IT equipment and networks.
- Oversee IT support department staff, including education, training, call center specialists.
- Manage departmental budget and tracks spending on equipment and staff.
- Establish relationships with technology and component vendors.
- Manage IT Stock & Inventory of IT equipment and software, define standards for end-user computing & perform regular IT audits to discover areas of weaknesses and fortify them. Plan, organize and conduct regular inventories & perform Capacity planning.
- Plan, implement and manage full asset life cycle & asset management system.
- Acting for the disposal of Items.
- Manage collaboration and ensure communication across multiple Mobile Devices in the workplace.
- Provide Video Conferencing / Voice technology Services to end-users.
- Has a thorough understanding of available technology and research to learn about innovative solutions and new Releases.
- Monitor online security for users and networks and takes appropriate steps to address security breaches if necessary.

- Achievements:
 - Participate in ManageEngine (Service Desk) project.
 - Participate in Microsoft SCCM project.

Dates : From Sep. 2003 till Jan. 2018
Employer : Talaat Moustafa Group
Job title(s) : Head Office IT Team Leader
Job Description :

- Ensure all users benefit from effective technology and efficient Internet access, and continually assesses needs and requirements.
- Review completed tasks to ascertain compliance with standards.
- Build images for end user devices.
- Collaborate with team members to share knowledge of issues and corresponding resolutions or Workarounds.
- Follow-up work with technical support specialists.
- Follow-up of all the departments and the elimination of all computer problems for branches.
- Raise the efficiency level of workers.
- Contract with the largest computer companies to import the latest equipment.
- Follow-up of new programs to facilitate the work with specialists.
- Achievements:
 - Participated in a software implementation project (SAP ERP System).

Dates : From 2002 till 2003
Employer : Smart Net Company
Job title : IT Junior Technical Support & IT Sales
Job Description :

- Maintenance of the computer, printer, Scanner and laptop.
- Browse the internet, fixing the existing problem.
- Hardware Troubleshooting for PCs.
- Sales for all (Hardware / Software products).