Holds a B. Sc. in Electrical & Communications & Information Engineering and has over 4 years hands-on experience working in telecommunication field.

## PERSONAL DATA

| | | |
|---|---|---|
| Nationality | : | Egyptian |
| Birth Date | : | 10/12/1990 |
| Gender | : | Male |
| Marital Status | : | Single |
| Residence | : | Giza, Cairo |

## EDUCATION

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|---|---|---|
| | : | B. Sc. in Electrical & Communications & Information Engineering, Higher Technological Institute (HTI), 2012 |

## LANGUAGES

| | | |
|---|---|---|
| Arabic | : | Native Language |
| English | : | Excellent |

## COMPUTER SKILLS

| | | |
|---|---|---|
| | : | Windows, MS Office, Internet |

## TRAINING COURSES AND CERTIFICATIONS

|   |   |
|---|---|
| : | Microsoft Certified Solutions Associate (MCSA): Windows Server 2012 R2. |
| : | Core Solutions of Microsoft Exchange Server 2013. |
| : | Designing and Deploying Microsoft Exchange Server 2016. |
| : | Transmission Technology 2 at Telecom Egypt. |
| : | Mobile Technologies Package at Systel Training Center. |
| : | Cisco Certified Network Associate (CCNA) at Dixie Academy. |
| : | Introduction to Matlab at Eltrax Academy. |
| : | Electrical and Electronics Training Course and Applications. |

## CHRONOLOGICAL EXPERIENCE RECORD

| | | |
|---|---|---|
| **Dates** | : | From Mar. 2016 till now |
| **Employer** | : | Nile.com |
| **Job title** | : | System Engineer |

| | | |
|---|---|---|
| **Job Description** | : | • Role Purpose: Deploy infrastructure and security solution smoothly and efficiently; Minimize exposure to threats; Maximize return on risk management, infrastructure and security solution investment; Optimize resources' utilization and effectiveness.<br>• Installing and configuring and troubleshooting Microsoft Exchange Server environment.<br>• Installing and configuring and troubleshooting Microsoft Skype for business environment.<br>• Installing, configuring, troubleshooting and Administering Microsoft SQL Server in (Standalone, Clustered and Always on) Environments.<br>• Implement Office 365 (Exchange Online, Lync Online) environment, Active Directory Federation Services (ADFS), DirSync, Azure AD Sync, or Azure Connect.<br>• Managing and Administrating Active Directory 2008/2012 R2, DNS, DHCP, Windows Clustering, Active Directory Certificate Services (ADCS).<br>• Size and deploy and deliver PoC and pilots.<br>• Support change management within the customer data centers.<br>• Participate in the delivery of projects and high quality documentation.<br>• Support service contracts and SLA's. |

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|---|---|---|
| **Dates** | : | From Jul. 2015 till Feb. 2016 |
| **Employer** | : | Raya Contact Center, Etisalat UAE Account |
| **Job title** | : | Technical Support Engineer |
| **Job Description** | : | • Role Purpose: Handling Customer over Phone and Troubleshooting the Technical Issue over Etisalat UAE System.<br>• Handling Customer over Phone and Troubleshooting the Internet Issue & Landline Issue & Satellite Box Issue and Optical Network Devices issue & Checking Availability Location over All UAE for Fibber Optical.<br>• Add & Remove Services For customers. Make Report & Follow Up the Technical Issue.<br>• Provide troubleshooting and configuration support for client desktop and networking environment. |

| | | |
|---|---|---|
| **Dates** | : | From Jan. 2015 till Apr. 2015 |
| **Employer** | : | Xceed Company, TE data Account |
| **Job title** | : | Network Engineer |
| **Job Description** | : | • Role Purpose: Highly motivated tech-support professional skilled in troubleshooting, analyzing and resolving technical problems, utilizing resolution procedures.<br>• Installing & Configuring operating systems, networks.<br>• Monitoring & maintaining the computer operating systems, networks.<br>• Working within a TCP/IP network environment, including DHCP, DNS and Ethernet.<br>• Handling incoming incidents via the phone / e-mail promptly and effectively.<br>• Install and support LAN, WAN, network segments, Internet and intranet systems.<br>• Install and maintain network hardware and software. |

| | | |
|---|---|---|
| **Dates** | **:** | From 2013 till 2014 |
| **Employer** | **:** | Egyptian Army |
| **Project** | **:** | Military Service |

| | | |
|---|---|---|
| **Dates** | **:** | From Jan. 2013 till Oct. 2013 |
| **Employer** | **:** | Ericsson Group, Ericsson Egypt, Etisalat Egypt (NOC) |
| **Job title** | **:** | Access Engineer |
| **Job Description** | **:** | |

- Role Purpose: Oversee the analysis, design, implementation, optimization and enhancement of wireless telecommunications networks.
- Monitoring all 2G and 3G (Ericsson and ZTE BSC/RNC/BTS/Node B) Network with in the Etisalat Managed Service contract.
- Classifying and accordingly dispatching Field Maintenance team alarms to FM VIA WFM system.
- Shall guide FM resources to be properly equipped in the field to resolve the case, technical support, prioritization, and on-site assistance if required in major incidents.
- When the required field actions finished properly, FO access engineer shall validate the performed actions with concerned function and close the relevant WO and hence the TT.
- Classifying and accordingly escalating alarms to B.O VIA TT system.
- Performing first level troubleshooting with a KPI of solving 80% of the faults received on the 2G & 3G Network with in Etisalat Managed Service.

**Field of experience :**

- Over 4 years of diverse customer-facing experience in the field of Information Technology working with customers from different industries.
- Solid experience in Microsoft products (Active Directory, DNS, DHCP, Exchange Server, Skype for Business Server, SQL Server, Office 365), Networks (LAN, WAN, TCP, UDP), customer relationship management, delivery management.
- Expand my leadership responsibilities, improve organizational ability to exceed corporate goals, and help honor all long-term commitments made to customers, stockholders, employees and the communities in which we live. I have ability to understand the business needs and propose a technology solution that addresses the associated requirements.