

Holds a Bachelor in Computer Science and has about 6 years hands-on experience working as IT Specialist.

## **PERSONAL DATA**

Nationality : Egyptian  
Birth Date : 09/09/1986  
Gender : Male  
Marital Status : Single  
Residence : Nasr City, Cairo

## **EDUCATION**

: Bachelor in Computer Science, Future Academy, 2007  
: Secondary Education: Saint Fatima Language School, 2003

## **LANGUAGES**

Arabic : Native Language  
English : Very Good

## **COMPUTER SKILLS**

: Windows, MS Office, Internet  
: Active directory  
: Mac OS  
: MS Exchange  
: GPO  
: Networking  
: VSphere  
: Firewall  
: Printers  
: Hardware  
: Service desk  
: Visual Basic 6

## **TRAINING COURSES AND CERTIFICATIONS**

: MCITP: Enterprise Administrator.  
: MCP  
: CCNA R&S

- : Web Design, YAT Education Center:
  - XHTML & CSS
  - Dream waver CS3
  - Core Flash CS3
  - Core Photoshop CS3 for Web
  - SWiSH max
- : ICDL

## CHRONOLOGICAL EXPERIENCE RECORD

- Dates** : From Feb. 2017 till now
- Employer** : Lava Mobiles
- Job title** : Deputy IT Manager
- Job Description** :
  - Hosted Lava's data center at colocation, while building Egypt's data center from scratch.
  - Liaise with ISP for installing Microwave in Egypt HQ.
  - Prepare the annual budget and business plan of the department.
  - Oversee the pre-opening phase of Lava's Service Centers in terms of design, installation,
  - Configuration and assist in resolving occurring issues.

- Dates** : From May 2013 till Feb. 2017
- Employer** : Virgin MegaStore
- Job title** : Senior IT Specialist
- Job Description** :
  - Responsible for the Head Office and 4 sites (CTS, CFC, MOA and logistics stores).
  - Configure and managing Forti-gate, 365 admin, AD, DNS, GPO, File Server, WSUS, WDS, FSRM, Symantec Exec, DLO, Tape library, NAS, Kaspersky admin-kit & SC and ATS servers.
  - Installing and configuring ESXi and Hyper-V and migrating servers from physical to virtual environment.
  - Design and implement DMZ/LAN/WAN infrastructure of the Data Center.
  - Maintain backup operation in Data Center, apply backup and disaster recovery procedures.
  - Provide on-site and remote support for all shops.
  - Configure and managing surveillance system (NVR + IP cam) and door access solution.
  - Support Marketing team in outdoor activations/events such as Virgin Tickets.
  - Handle the pre-opening phase of new stores in terms of design, installation & configuration.
  - Responsible for Egypt's IT Operations and reporting to Regional IT Manager in Dubai.

- Dates** : From Dec. 2011 till May 2013
- Employer** : zuuTech
- Job title** : IT Remote Support Engineer

- Job Description** :
- Configure computer systems remotely via LogMeIn Rescue.
  - Diagnose and troubleshoot Computers, Devices, Network, E-mail problems and Software.
  - BSOD, Windows crashes, long boot-up and slow performance, spyware and virus removal.
  - Supporting smartphones for configuring mails and any application problems.
  - Promptly answer support related emails, phone calls and other electronic communications.
  - Providing 24 x 7 instant computer supports.