

Holds a Bachelor in Management Information Systems and is Certified Specialist Computer Network Engineer. Has about 10 years solid experience in the IT Infrastructure, Systems, IT operations management, projects management, IT system administration, Team Leading, Budget preparation and tracking, vendor negotiations. Has strong team-management background in Data center Infrastructure, WAN & LAN Networks, Equipment Support & Maintenance, Service Desk.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 27/05/1986
Gender : Male
Residence : Maadi, Cairo

EDUCATION

: Bachelor in Management Information Systems, Suez Canal University, 2007
: Certified Specialist Computer Network Engineer, Mansoura University, 2010-2011

LANGUAGES

Arabic : Native Language
English : Good

COMPUTER SKILLS

: Windows, MS Office, Internet

TRAINING COURSES AND CERTIFICATIONS

: ITIL.
: CCNA.
: MCSE.
: MCITP.
: Plan a cloud solution.
: N+
: A+
: Team leadership.
: Strategic planning.

CHRONOLOGICAL EXPERIENCE RECORD

- Dates** : From Oct. 2015 till now
- Employer** : ELSEWEDY POWER SYSTEM PROJECTS
- Project** : Beni Suef 4800MW Power Plant
- Job title** : IT Lead Operations & Projects
- Job Description** :
- Manage & support IT operations on the project.
 - Administration for windows server 2008, 2012, folders permissions.
 - Arrange daily, weekly & monthly tasks with my managers.
 - Ricoh, HP Printers installation & technical support.
 - Cams installation Supervision.
 - Installation & supervision for Power Beams, WiMAX, SWITCHES VLANS creation and manage.
 - Support & manage new members on IT Team, Solve related issues between our department & other departments.
 - Handle time management for daily IT operations & tasks till the job done.
 - Evaluate and recommend purchases of new tools and applications to address user needs.
 - Arrange with system admin folders permissions & needed backup schedule.
 - Plan and manage any new tool and application deployment.
 - Maintain confidentiality with regard to the information being processed, stored or accessed on the network.
 - Draft and Implement the Disaster Recovery Plan in collaboration with the IT team. Ensure that critical applications, tools and data are available on the disaster recovery site at any time required.
 - Document any necessary procedure related to software applications for reference.
 - Anticipate software application problems and implement preventive measures.
 - Investigate and install enhancements and operating procedures that optimize software application availability.
 - Manage Service Level Agreement (SLA) with application service providers.
 - Actively manage the timely resolution of outstanding defects or issues impacting the business.
 - Support the preparation of key presentations, strategy documentation and other documents. Handle request on application development for new and existing applications.
 - Participate in software selection process & Investigate user problems, identify root cause, determine possible solutions, test and implement solutions.
 - Sending Reports to my managers about results, project IT needs.
 - Any other duties as may be assigned by management.

- Dates** : From Sep. 2014 till Sep. 2015
- Employer** : SIMON
- Job title** : IT System Admin

- Job Description** :
- All Active directory duties, system administration, backups, printers...etc.
 - Develop, implement, manage and support all the network on the company.
 - Investigate, evaluate and recommend purchases of new tools and applications to address user needs.
 - Arrange with system admin folders permissions & needed backup schedule.
 - Plan and manage any new tool and application deployment.
 - Maintain confidentiality with regard to the information being processed, stored or accessed on the network.
 - Draft and Implement the Disaster Recovery Plan in collaboration with the IT team. Ensure that critical applications, tools and data are available on the disaster recovery site at any time required.
 - Document any necessary procedure related to software applications for reference.
 - Anticipate software application problems and implement preventive measures.
 - Investigate and install enhancements and operating procedures that optimize software application availability.
 - Manage Service Level Agreement (SLA) with application service providers.
 - Actively manage the timely resolution of outstanding defects or issues impacting the business.
 - Support the preparation of key presentations, strategy documentation and other documents. Handle request on application development for new and existing applications.
 - Participate in software selection process. Investigate user problems, identify root cause, determine possible solutions, test and implement solutions.
 - Any other duties as may be assigned by management.

Dates : From Aug. 2013 till Jun. 2014

Employer : TE Data

Job title : Technical Support Specialist

- Job Description** :
- Technical Support Engineer for the Internet including user's problem.
 - Handling customer inquiries, complaints, and ADSL Technical Problems.
 - Running first troubleshooting steps.
 - Isolate customer problem and handle escalations to appropriate support team level.
 - Providing efficient solution of the customers' problems.
 - Expertise in ADSL and LAN networks design.
 - Excellent Presentation skills and communication skills.
 - Ensuring proper technical development of new staff skills.
 - Reporting unsolved cases to expert support team with them & making a clear handover.

Dates : From Feb. 2012 till Jul. 2013

Employer : Raya Holding

Job title : Technical Support Engineer

Job Description :

- Solve customers' issues for Etisalat UAE, even issue on physical fiber optics or logical on configuration.
- Escalate UN solved issues to dedicated team.
- Receive any complaints from customers by phone or mail.
- Troubleshooting the problem & solve it if it is within my authority.
- Escalate the problem to the department in charge If not in my authority.
- Providing smooth communications within company for customer technical requests as well as providing internal and external technical reporting.
- Main Contact with VIP business customers.
- Leading junior team mates.
- Annual reports.

Dates : From Jan. 2010 till Mar. 2012

Employer : IZO Wall Egypt

Job title : Sales & Marketing Manager

Job Description :

- Sales: Identify and secure business from new and existing customers using media, internet & exhibitions, and ensuring customers satisfaction.
- Account Management: Initiate and maintain relationships with (potential) customers, monitor the developments; coordinate processes and act as business partner in line with the contract, the (functional) standards and customer's requirements.
- Sales Planning: Develop and realize a sales plan which in line with the departmental strategy and standards and acquire approval.
- Contract Management: Prepare or coordinate (quotations for) contracts in line with the guidelines for contract management and networking.
- Negotiation: Negotiate with internal and-or external parties, acquire approval and close the contract and monitor compliance with contract in line with internal processes.
- Administration: Coordinate, execute, maintain and or improve department administrative activities and systems in line with internal requirements.

Field of experience : ITIL concept, IT operations, Internal auditing, System administration, Team Leadership, IT project management.