Holds a Bachelor in Information Systems and has about 9 years hands-on experience working in IT field.

PERSONAL DATA

Nationality	:	Egyptian
Birth Date	:	17/03/1985
Gender	:	Male
Marital Status	:	Single
Residence	:	New Cairo

EDUCATION

- Bachelor in Information Systems, University of Future Academy, Cairo, 2010
- The Technical Advanced High School for Computer Technology, 2006

LANGUAGES

Arabic	:	Native Language
English	:	Fluent

COMPUTER SKILLS

- Windows, MS Office, Internet

TRAINING COURSES AND CERTIFICATIONS

- Visual Basic 6, C++, MCSA 2003, CCNA at the Technical Advanced High School for Computer Technology.
- Microsoft Office Access 2007: Microsoft certified.
- (Windows XP, MS Word & Excel) 2007 - KOICA (Korea International Cooperation Agency) Egypt Office.
- C#.net 2008 Programming - Database Design - MS SQL Server 2008 - ASP.NET 3.5 - ADO.NET 3.5 at COMPUTEK.
- OSHA 30 hours Training course.
- PMP (Project Management Professional) Self Studying.

CHRONOLOGICAL EXPERIENCE RECORD

Dates	:	From May 2018 till now
Employer	:	Digital Capital Company

Job title	:	Business Development / IT Manager
Job Description	:	I have created E-commerce company from scratch (targeting candidates - running interviews - Jobs description - Company profile - Organization chart - work structure - departments & employee tasks & responsibilities - business development - merchants & vendors contracts - office supplies - maintain budgets and plan business objectives - work plan - hiring contracts - IT infrastructure - Managing the departments/Web Development team for all front and back-end projects - leading the organization - Carries out supervisory responsibilities in accordance with the policies including planning, assigning, and directing work, appraising performance Rewards Program; rewarding and disciplining employees, and addressing complaints and resolving problems - Provide directions, inspirations and guidance for ecommerce in a manner that drives efficiency and increases productivity so that the required KPIs, revenue and profitability can be achieved - develop and support the growth and development of subordinates and colleagues - Oversee the day-to-day planning and execution of content across the websites including product & promotional merchandising, online marketing campaigns, website design, customer service, web analytics, and web technologies - Maintain knowledge of current trends relevant to e-commerce to advance existing skills - Manage relationships with outsourced providers of customer contact services and other third party vendors to ensure delivery of services against contract standards for operational effectiveness and quality assurance - Oversee the daily e-commerce operations and performance measurement of the company website - Analyze web usage trends and improve or add functionality to web store platform.

Dates	:	From Jun. 2017 till Apr. 2018
Employer	:	Content Solution Gulf Company / Caruso's American Restaurants Group
Job title	:	IT Manager / Facilities Manager

Dates	:	From Oct. 2016 till Jun. 2017
Employer	:	Excel Travel Company
Job title	:	IT Support / IT Developer
Job Description	:	Windows application / Asp.net web application / Database SQL server 2012 - Development / Technical Support for over than 100 pc/Laptop of Hardware - Software - Networks Supervision - Tester team management - Development team management - Project Manager.

Dates	:	From Aug. 2016 till Sep. 2016
Employer	:	Almanar American School (IG)
Job title	:	IT Support / IT Developer
Job Description	:	Windows application / Asp.net web application / Database SQL server 2008 - Development / Support.

Dates	:	From Dec. 2014 till Jul. 2015
Employer	:	Aljazzera University - Dubai
Job title	:	IT Assistant Manager / IT Developer
Job Description	:	Windows application & ASP.net web applications developer, administrator and projects management.

Dates	:	From Nov. 2011 till Oct. 2014
Employer	:	Ridgewood for water desalination (American Company)
Job Description	:	IT Administrator, Developer Team Leader, Data Analyzer & Customers Service, programmer Vb2010, Ms DB Access2007, teaching ICDL courses for staff & responsible of: troubleshooting, maintenance & installations for: Networks - Routers - windows system - Emails system configuration - C panel - Emails configurations (outlook, IncrediMail, etc….) - CCTV/Cameras system - alarms system - maximo system - installations (GPA) Program – communications H.W, multimedia. At Cairo Head Office, sites: Sinai area (Taba - Dahab - Nweiba - Ras Matarma - Sharm El-Sheikh & Hurghada).

Dates	:	From Mar. 2010 till Sep. 2011
Employer	:	Concorde El Salam Sharm El-Sheikh Hotel
Job title	:	IT Network Administrator

Dates	:	From Nov. 2009 till Jan. 2010 (during education)
Employer	:	Leader Packaging Royal Turkey Co. for Trading & Medical instruments
Job titles	:	IT Support, Web Developer & E-Marketing

Dates	:	From Mar. 2009 till Oct. 2009 (during education)
Employer	:	TEdata Company for internet service
Job titles	:	IT Support - Customers Service

Dates	:	From Dec. 2007 till Feb. 2009 (during education)
Employer	:	Al Hallal Cooperation for Computers, Internet & Media Service
Job titles	:	IT Senior Coordinator - Customers Service - Sales

Dates	:	From 2005 till 2007 (during education)
Employer	:	Gamma Company for Computers Service
Job titles	:	IT Support - Sales

Dates	:	From 2003 till 2005 (during education)
Employer	:	Ahcc Company for Computers Service
Job titles	:	IT Coordinator - Sales

Field of experience :

- Management: Team work management, projects time plans, schedules, Developers team management - facilities maintenance team Management - Creating projects milestones and managing resources with a time management plan using Microsoft Project software and agile system.
- Hardware:
  - Desktop, laptops, switches, routers, storage, access points (Exp. for 10 years).
  - Multimedia devices installations (Printers - Scanners - sound system - data show - etc...) (Exp. for 10 years).
  - Electronics circuits maintenance (Exp. for 7 years).

- Cables processes (CCTV - LAN - PHONES - RCA - Audio - Video - Antennas - USB - etc…).
- Software:
  - Windows system troubleshooting, Kaspersky, Spy wares, viruses, applications rescue.
  - Symantec Backup, Acronis, Hirens Boot.
  - Maintenance and Installations.
  - Planning - analysis SAP / Agile software - Rosmiman smart cities software.
  - ERP Maximo system - Grade point system - infinity HR system.
  - POS / Restaurant Manager / CIM /KDS systems.
  - Operating Systems: Ubuntu 14.10 / MS Dos / Windows XP / 2000 / vista / Seven / Eight / Server 2008 - Server 2012 - Server 2016.
  - Windows application Programming, VB6 – vb2010 - Visual Studio 2016.
  - ASP.net web Development VB.net2010, AJAX tools .NET.
  - Office tools: MS Office from 97 to 2013 (Word, Excel, Power Point, Access, Outlook).
  - Typing skills: English 40 wpm.
  - Quality management (ISO9001) Process System.
  - Internet: searcher & advertiser.
- Database - SQL server 2008-2012 - MS ACCESS (analysis -Designs - structure & implementation).
- Networks:
  - Networks Hardware designs - implementation - Diagram - installations - troubleshooting.
  - Routers configurations - DHCP - DNS - MAC.AD/IP SECURITY/FILTERS - FIREWALL/NSM/IP.
  - MAILS configurations - SMTP - Income/Outgoing mail sever - symantec backup - NAT, VPN - etc…
  - Servers, domains, FortiGate, Nano bullet, Cisco AP/routers configuration.
- Security systems:
  - Cameras system CCTV, IP - designs / structure / installations / DVR Systems (Exp. for 5 years).
  - Laser alarm system, smoke alarm system.
  - Attendance installation system.
- Projects:
  - Ridgewood Egypt Daily log project.
  - IT Support Tickets system project.
  - Airplane Ticket system automated updated project.
  - Restaurant's menu with feedback android project.
  - Dubai smart cities (transportation - tourism - education) - Dubai Smart Office (licenses extractors).
- Mobiles - Support/Firmware of (IPhones, Mtk, Android).