**Personal Date**

* Date Of birth : 28 -11-1987
* Nationality : Egyptian
* Military Status : Exempted
* Social status : Single
* Visa Status : Visit Visa

**Education**

* Bachelor of Computer Science English – May 2014.
* Graduation Project: AirLine Reservation System (*ASP.NET*).

**Certifications**

* CEH: Certified Ethical Hacker Version 8
* MCSE: Server 2012 Infrastructure
* MCSA: Windows Server 2012
* *Cisco Certified Network Associate (CCNA).*
* *Cisco IT Essentials PC Hardware & Software (Advanced).*

**My Job Positions**

**IT Engineer ( involving )**

* Networking Administator
* Technical Support
* Customer Care

**Training**

**I have finished MCIT Scholarship in YAT Learning Solutions for Information Security:**

|  |
| --- |
| **Soft Skills** |
| Communication and Presentation Skills |
| Maximizing Innovation and Problem Solving |
| **Basic Knowledge Phase** |
| Network Fundamentals |
| Security Fundamentals |
| **Certification Track** |
| Installing and Configuring Windows Server 2012 |
| Administering Windows Server 2012 |
| Configuring Advanced Windows Server 2012 Services |
| Designing and Implementing a Server Infrastructure |
| Implementing an Advanced Server Infrastructure |
| Certified Ethical Hacker Version 8 |
| Case Study |
| Track Assessment Exams |
|  |

**WORK EXPERIENCE**

**December 2015 –** **February 2016**

**IT Engineer**

**Rashideen Egypt For Trade (Kraft Foods)**

* Installing configuring and administration Window Server 2003, 2008 and 2012.
* Installing configuring and administration Active Directory, DHCP and DNS.
* Installation, configure and administration domain sites and trust.
* Installing configuring and administration TMG 2010.
* Installation, configuration and administration WSUS, NAT, RIS, IIS and VPN.
* Installation, configure and administration Backup Solutions.
* Installation, configure and administration WIFI Solutions.
* Managing and administration Exchange Server 2013.
* Managing and administration Smart Rooms.
* Network switching, VLAN, routing and cabling.
* Managing network access control and protection.
* Managing permission and policies.
* Managing data storage (quota, compression, and encryption).
* Remote installation administration.
* Managing network infrastructure implementations including network planning, design, testing, documentation, deployment, troubleshooting and maintenance of Windows based systems.
* Strong understanding TCP/IP protocols.
* Support the company hardware (computers, servers and printers).

**May 2015 –** **November 2015**

**IT Engineer**

**Monte Carlo Sharm - ex. Ritz Carlton (\*\*\*\*\* 332 Rooms)**

* Installing configuring and administration Window Server 2003, 2008 and 2012.
* Installing configuring and administration Active Directory, DHCP and DNS.
* Installation, configure and administration domain sites and trust.
* Installing configuring and administration TMG 2010.
* Installation, configuration and administration WSUS, NAT, RIS, IIS and VPN.
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* Strong understanding TCP/IP protocols.
* Support the company hardware (computers, servers and printers).

**May 2014 –** **November 2014**

**Technical Support**

**Telecom Egypt, (Smart Village)**

* Technical Support
* Customers Service.
* To maintain Customer Satisfaction within TE Data policies and procedures.
* To stay current with new information technology, equipment programs and services in order to effectively and efficiently serve the work.
* Responds to customer queries (inbound and outbound) in friendly, professional and supportive way.
* Ensures compliance with agreed KPIS.
* Demonstrates politeness, poise, dignity and emotional maturity in handling calls; handles difficult cases with required frequency and quality.
* Deals with inquiries independently taking ownership for the issue until a satisfactory outcome has been reached for the customer.
* Identifies the nature of customer`s inquiry and offers him all possible help in quickest possible time using technical knowledge and data seeking capabilities.
* Escalates customer’s issues to officer or complaints team if satisfactory outcome for the customer cannot be achieved via standard procedures.

**October 2011–January 2013**

**IT Technical Support**

|  |
| --- |
| **Telecom Egypt, TE Data, Ismailia branch (Helal Broth Company) (Egypt)** |

* Technical Support in or out office.
* Customers Service.
* To address problems and suggest appropriate solutions.
* To maintain Customer Satisfaction within TE Data policies and procedures.
* To stay current with new information technology, equipment programs and services in order to effectively and efficiently serve the work.

**February 2007-October 2011**

**IT Technical Support**

**Speed Net for Computer Systems, Ismailia (Egypt)**

* Sales and managing and monitoring day to day business operations.
* Installing and configuring computer hardware, software, systems, networks, printers, scanners, routers, projectors .
* Planning and undertaking scheduled maintenance upgrades.
* Talking to clients and computer users to determine the nature of problems.
* Investigating, diagnosing and solving computer software and hardware faults.
* Repairing equipment and replacing parts.

**Computer Skills**

* Define Information Technology (IT) and describe the Components of a personal Computer.
* Describe how to protect self, equipment and the environment from accidents, damage, and contamination.
* Perform a Step-by-step assembly of a desktop computer, and install and navigate an operating system.
* Explain and perform preventive maintenance.
* Explain the steps of the troubleshooting process and perform basic troubleshooting.
* Install and navigate an operating system.
* Upgrade or replace components of a laptop, printer, or scanner based on customer needs.
* Configure computers to attach to an existing network.
* Implement basic physical and software security principles.
* Apply good communication skills and professional behaviour while working with customers.
* Assess customer needs, analyse possible configuration, and provide solutions or recommendation for hardware, operating system, networking, and security.
* Very good and honour communication and presentation skills.
* Managed to work several times in situation where team work is essentially needed.
* Committed and willing to learn.

**Communication skill**

**Personal Skills**

* Creative, Flexibility, and Active.
* Very good and honor communication and real hard work.
* Leadership& Administrative Roles.
* Flexibility fit into a team immediately and to pick up information quickly.
* Ability to work under pressure and real hard worker.

**First Name of Application CV No:** 1670568

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