[**Nader.285613@2freemail.com**](mailto:Nader.285613@2freemail.com)

**Nader**

⯈**Seeking an opportunity to utilize my Creative and Technical skills in the Information Technology Industry that offers professional growth in a challenging environment**

**⯈I have extensive experience covered a broad range of IT Sectors, including (Networks Administrator, Systems Administrator, Graphic Design, Design user Interface for Applications, Technical Support)**

**EMPLOYMENT**

##### ⯈Xceed(TE-Data) 2012- current

⯈ Customer Service Representative (CSR)

Responsible for⯆

* Provide technical support for customers over the phone
* Configure customer’s equipment to connect to the internet.
* Diagnostic customer problem and escalate if needed.
* Answer the customer’s queries.
* Troubleshooting a variety of technical and non-technical issues customers are having with their web and Internet services.

##### ⯈Tatweer Group (KSA) 2008-2011

⯈ System Administrator

Responsible for⯆

* Support Multi-platform OS (Windows, Apple Mac, Linux).
* Implement the policies for the use of the computer system and network.
* Plan, Design, Implement, Optimize Network & Systems environment.
* Analyzing system logs and identifying potential issues with computer systems
* Integrating new technologies into existing data center environments.
* Installing & configuring new hardware & software, Backups

#### ⯈ 3works.sa (KSA) 2008-2011

⯈ Network Administrator

Responsible for⯆

* Troubleshooting Network devices And Servers such as (DHCP, DNS).
* Manage infrastructure LAN & WAN including (Cisco Routers Switches).
* Installing, configuring, Backup, Updates and troubleshooting network
* Documents network problems and resolution for future reference
* Administration and maintenance of company’s internal systems.

#### ⯈Add-Mac (Egypt) 2006-2008

⯈Technical Support

Responsible for⯆

* Monitoring and maintaining computer systems and networks.
* Troubleshoot Systems problems solving hardware & software faults.
* Plan, develop, and implement security policies across multi-platforms.
* Design & implement automating the Backup Process.
* Support end users include Install & Configure Network, Updates.
* Planning & Design and install (Domain, File & Print Servers) for various clients.

#### ⯈Shortcut Advertising (Cairo) 2006-2004

⯈Graphic Designer

Responsible for⯆

* 2D designs advertising & printing such as (Printing, Stationary, Logos, Magazine, Outdoor, Trucks, Billboard, Backdrop, CD covers, Invitations, booths and events printing)
* Interpreting the client's business needs and developing a concept to suit their purpose.
* Design & implement automating the Backup Process.
* Support end users include Install & Configure Network, Applications and Updates.

**Key Skills**

* Problem solving ability.
* Creative thinking skills.
* Pay attention to details.
* Effective listening skills.
* Willingness to learn.
* Prioritize work.
* Teamwork.
* Ability to training others.
* Multi-Tasking.
* Flexibility.
* Planning and organizing.

**Education / Training**

#### ⯈Bachelor's Degree in Computer Science

* High institute Advanced Academy, Giza, Egypt.

#### ⯈MCSE (Microsoft Certified System Engineer

* Windows Server 2003 Messaging & Security.

#### ⯈CCNA (Cisco Certified Network Associate)

* Exploration Academy (4 Semesters)

#### ⯈Novell Linux fundamental

* Linux 11 Administrations.

#### ⯈IT Essentials (Cisco PC Hardware and Software)

* Support computers hardware and software.

#### ⯈Mastering AutoCAD (Mastering AutoCAD)

* AutoCAD 3D, 2D.

#### ⯈Adobe (Photoshop, Illustrator, InDesign)

* Adobe Creative Suite CS2.

#### ⯈Juniper (Juniper Networks fundamental)

* Juniper network Device

#### ⯈ICDL (International Computer Driving License)

* Microsoft Office

**key features**

* Over “Seven years” of in-depth experience in Information technology, graphic design.
* Ability to organize, prioritize and work under extreme work pressure.
* Support multi-platform operating systems (Microsoft, Apple, Linux)
* Extensive knowledge of design techniques, tools, involved in production
* Install new hardware, systems, applications, and Updates.
* Configure and maintain network infrastructure (LAN & WAN).
* Ability to create designs, concepts, and sample layouts based on knowledge of layout principles and design concepts.

**achievements**

* Planning and implement an effective backup and media management strategy.
* Implementing advanced technologies such as (color calibration - fire Wire)
* plan, design, build and deploy a data center network
* Create first version of www.3works.com.sa, using Adobe Products.
* Design various Graphical User Interface (for Oracle™ applications)
* Designing printing for (Booths, Backdrop, Banner).
* Relocate company’s infrastructure sites.
* Clear shampoo release Event in Cairo.
* Vodafone events Cairo.
* Available Chances Book.

**Senior level skills**