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**Objective**

Develop my skills and my knowledge in this career at a company which has a respectable **GOODWILL** in this business in order to gain the needed experience to be capable of contributing in this company’s success

**Education**

* I had **IGCSE** certificate for my secondary education from Egyptian language School in Muscat
* Bachelor's degree in **Telecommunications Engineering**

From faculty of Electric and Electronic Engineering in Egypt-Minof

* Graduated in June 2011 with overall grade as **GOOD**

**Courses**

* Cisco Certified Network Associate [ **Certified**]
* Cisco Certified Network Professional [ **Certified**]
* Microsoft Certified IT Professional [ **Certified**]
* Forefront TMG Firewall 2010
* Studying Red hat Enterprise Linux  **/ RHCE**
* ITIL Foundation V3 Knowledge [ **Certified**]

**Experience**

**From June 2011 till March 2012:**

**Worked as IT Executive assistant for IT Data Center Egypt**

* Practical Design of small Network topologies during my attendance of

CCNA and CCNP courses

* Installation of Active directory, Backup and RODC on VM Ware machines
* Practical design of network topologies on VM Ware during MCITP course
* Join windows machines to Company's Active directory
* Configure Windows machines and re-imaging
* Performing the cabling and Hardware connections of the Network devices

**From March 2012 till July 2013**

Worked for **VODAFONE Egypt as Technical Support Representative** and my job role was as follows

* Technical Support for ADSL including configuring different types and versions

of routers

* Technical Support for Blackberry [BBM and Emails]

For BIS and BES

* Technical Support for 3G issues

**From July 2013 till January 2014:**

Worked as **Second line Support Engineer** for Network issues and internet

Including troubleshooting of Complex and chronic issues in

1. **ADSL**

By checking the DSLAM ports to check status and speed configuration

Also telnet the router to check what is the cause

1. **Network Troubleshooting**

By interacting with Vodafone clients and working on and off site

And telnet routers to identify the problem by using different applications

**3-** **3G problems**

In smart phones, Blackberry [BIS and BES] and USB which requires interacting with different teams

Such as third line of Support or Technology team

**From January 2014 till November 2014**

Worked for **Etisalat Emirates Telecommunications Corporation in UAE** as **Technical Support Specialist** for VIP and Corporate Clients

For VIP and Prestige Customers and My job role was as follows;

1. Technical support for GPON Network
2. Technical support for mobile and 3G issues

**From December 2014 till now**

Working as **IT Infrastructure Engineer** for HCL Info systems limited at IT Infrastructure project with Qatar foundation

And my job role is as follows,

1. Technical Analysis for Network and Internet issues and any IT issues related to The QF infrastructure
2. Working with the Network team and monitoring any incidents and dealing with any outages

Monitoring Network Performance by using applications such as PRTG

1. Raising any Alerts from the Network Operation Center by logging incident **tickets** on the ITIL Tool **HP Service Manager** to be resolved
2. Assisting End users remotely via SCCM
3. Network patching, hardware relocation, software (de)installations
4. Resolve technical issues related to end Users such as Outlook Troubleshooting and Active Directory, desktop, MAC and IP-Phone technical support
5. Working on Forefront Identity Management tool and aiding end users to reset the log on Password as per Qatar Foundation policy
6. Enabling and disabling User accounts and modifying log on credentials
7. Unlocking user accounts, Creating user accounts
8. Windows installation
9. First level of Technical support for ERP Applications
10. Focal point of contact for Vendors and Project managers

**Personal Skills**

* Able to handle customers effectively as my current position now is Senior Customer Representative
* Marketing and Selling Knowledge as I have ability to convince customer with products to achieve the required target and to exceed beyond that target
* Dynamic
* Patient
* Calm
* Good Negotiator
* Have a good background about the multinational company

System as per working for VODAFONE and Etisalat

* Have a good understanding of Team Work
* Very Enthusiastic
* Hard Worker
* Focused
* Self Confident

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**Languages:**

* Fluent in written and spoken English
* Arabic as it is my Mother tongue

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