**Mahmoud**



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# Education

* High school (2006): From Egypt (Tabry elhgaz secondary school)
* *University (2011): From Egypt (Canadian International College)*
* *Department: Network*
* *Graduation project: Excellent*
* *Project Brief: ● B.M.W Sales and Maintenance system for staff*

*● B.M.W Website reservation for customer*

# Work Experience

**Egyptian Life Takaful** May 2014 current.

* **Senior Technical Support Engineer:**
* Deployment and configuring of Microsoft windows (Servers [2008, 2012]and client [7 & 8])
* PC hardware (understanding, installation, configuration, repair if possible)
* Network (installation HW; configuration; permission, routers configuration)
* Microsoft Office.
* Microsoft Exchange (Create, change, and delete user accounts per request.)
* Symantec Antivirus
* GFI End Point Security
* AVAYA Site Administrator
* Backup exec
* MS LYNC Server
* SCCM
* ManageEngine ServiceDesk Plus Administrator (Ticketing System)
* Printer Server
* End User Support
* Attendance Project

**Al Zawak Company** (April 2014).

* System administrator assistant:
* H/W
* Remote Connection
* Recruitment
* Sales & Marketing

**Saudi Arabian Airlines May 2009-Dec 2011**

* Traffic control:
* responsible for loading and unloading Cargo
* Load balance for aircraft
* Check the boarding

# Key Projects

* **WDS:** Windows Deployment Service Deploy Windows remotely throw network

# Certifications

* IELTS

# Technical Skills

* Deployment and configuring of Microsoft windows (Servers [2008, 2012]

and client [7 & 8])

* PC hardware (understanding, installation, configuration, repair if possible)
* Network (installation HW; configuration; permission, routers configuration)
* Microsoft Office.
* Microsoft Exchange (Create, change, and delete user accounts per request.)
* Symantec Antivirus
* GFI End Point Security
* AVAYA Site Administrator
* Backup exec

# Training Courses

* CCNA Course
* IELTS
* MCSA
* ITIL

# PERSONAL INFORMATION

* Date of Birth : Dec 03th, 1989
* Marital Status : Single
* Nationality : Egyptian
* Military state : Completed