

**Curriculum Vitea**

Mohammad

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**Objective**

Seeking a position in a reputed organization that will utilize my knowledge and experience and provide me with versatile and challenging responsibilities contributing to the organization's growth.

**Education**

* **Bachelor of Computer Science - 2007**

**Grade:** Good

Arab Academy for Science & Technology (AAST) – Alexandria, Egypt

* **(IGCSE) High School Degree**

El-Nasr Boys School (E.B.S.)– Alexandria, Egypt

* **Elementary,secondary school**

International school of Chouaefat – Abu Dhabi, UAE

 **Previous Experience**

* **May 2013 – Present**

**Nahdet Misr Environmental services – Alexandria, Egypt**

**Senior system Administrator**

 Responsibilities:

* + - Direct, maintain and supervise all network and servers administration activities
		- supervise the network and system administrators and the technical support engineers, and monitor, review and evaluate them
		- Provide level III support and delegate tasks to level II administrators as needed
		- Supervise,advise and mentor administrators and technical support engineers whenever necessary on day-to-day activities
		- Daily meetings with Network & System administrators and engineers to follow up on outstanding issues advise and initiate technical discussions
		- Put plans and procedures to maintain and upgrade the software and hardware for servers and all IT related equipment across the company
		- Develop policies and procedures related to users and their needed software and hardware
		- Participate in preparing IT budget requirements
		- Ensure smooth and periodic maintenance of IT infrastructure and networks, that includes Hardware and software maintenance of Servers Network Devices and Applications
		- Process networks & system department activities in the company and present to IT&MIS Manager for discussion and subsequent approval if needed
		- Identify requirements as necessary and carry out studies for new or modified office computers, servers, workstations and network devices
		- Coordinate and supervise the work of external consultants, contractors or engineers related
* ****November 2011 – May 2013**

**Nahdet Misr Environmental services – Alexandria, Egypt**

**Networks & Systems Administrator**

 Major projects:

Design, deploy and implement equipment and infrastructure for organization ground up (2011):

* + - Design, Install ,configure and implement all server room systems and equipment (domain controllers, system servers, backup servers, print server, file server, Virtual server firewall, web filter, switches, routers ,UPS’s, access points etc..)
		- Supervise the technical team in deploying user equipment
		- Design and supervise network infrastructure installation
		- Deploy and install IBM S2 racks in server room and across the company site
		- Deploy, install and configure IBM and Dell servers(IBM X5650 M3 , DELL Poweredge R310-R710 and others )
		- Deploy, install and configure Cisco edge and core switches(SP200 , 3750 catalyst) , Cisco access points (WAP 44XX Family) and Cisco routers (RV042, WAG120)
		- Manage and Supervise the configuration of computers and equipment and their deployment across the company (desktops, laptops, Ricoh photocopiers, HP printers and all-in-ones, UPS’s , smart phones , etc..)

 Responsibilities:

* + - Direct and supervise all network and servers administration and technical support activities
		- Provide technical direction for the development, design, and systems integration
		- provide level2/3 support after escalation by technical teams
		- mentor all staff as needed
		- Plan manage and enforce security policies across the domain
		- Administer servers, desktop computers, laptops, printers, routers, switches, firewalls, phones, access points, Smartphone's, web-hosted mail, software deployment etc...
		- Manage technical resources within budget and project schedule
		- Evaluate incoming projects, set priorities to expedite work flow
		- Supervise the service helpdesk to ensure standards and service levels are met and continually improved for more than 200+ users across the company
		- implement ticketing system( manageengine servicedesk +) for the helpdesk and procurement teams
		- Roll out hardware and software to ensure optimal deployment of resources
		- Make recommendations for future upgrades
		- Maintain up to date Hardware and Software inventory
		- Maintain network and systems security
		- Planning, Implementing and maintaining windows server 2003-2008, active directory and domain network ,SQL server 2005-2008, Microsoft TMG firewall +GFI Webmonitor etc..
		- Generating annual, monthly and weekly reports presented to the I.T&MIS manager
		- Arrange and supervise smooth and periodic preventive maintenance of IT infrastructure and networks, that includes Hardware and software maintenance of Servers Network Devices, Applications
		- Planning providing and maintaining backup system and disaster recovery procedures
		- Planning, designing and maintaining the network and infrastructure on LAN/WAN topology basis
		- implementing and insuring smooth operation of all related server room systems: (DELL and IBM servers, Cisco switches , routers, APC UPS’s,ALCATELPBX,domain controllers, application servers,MS SQL server, file servers, printers server,, VMware ESXi, Kaspersky Security Center, Symantec Backup Exec, ERP server etc…
* **November 2007 – October 2011**

**Veolia Environmental services, Alexandria, Egypt**

**I.T Technical Support Engineer**

 Responsibilities:

* + - Technically supporting(L1,2) hardware and software for 300+ users
		- using Track-It ticketing software to log user incidents, requests, changes and resolutions
		- escalate unresolved incidents to level 2 support teams
		- Network infrastructure support, deployment and maintenance
		- Telephone network administration (digital and analog)
		- Servers semi-administration
		- Photocopiers and printers deployment and problem troubleshooting (ricoh and HP)
		- Employee fingerprint system deployment and maintenance
		- Implementation of most new technologies hardware and software
		- Virtualizing labs for I.T testing and studying
		- Maintaining blackberry cells and server



* **May 2007–October 2007**

***Internship at* Alexandria Automotive Casting, Alexandria, Egypt**

**I.T Department Trainee**

 Responsibilities:

* + - IT department helpdesk and technical support,
		- Hardware and software support,
		- Network Infrastructure deployment and maintenance
		- Trained on: Database administration SQL2000server, ISA 2004,administration, exchange server 2003 administration, win server 2003 domain controller, ERP system “Iscala”

 **Courses**

* + **April 2016**: MCSA from *New Horizon*
	+ **November2014**:CCNA (Routing & Switching) from *New Horizon*
	+ **February 2009**:Oracle OCA course from *New Horizon*
	+ **February 2008**:Microsoft MCDST course from *New Horizon*
	+ **December 2016:** ITIL Foundation V3

 **Languages**

* + Arabic: Mother Tongue
	+ English: Fluent

 Systems and Networking:

**Technical Skills Summary**

|  |  |
| --- | --- |
| * + Cross-platform administration
	+ web filtering
 | * + Windows server 2003,2008,2012
	+ Windows platform
 |
| * + Linux
 | * + Active Directory
 |
| * + Hyper-V
 | * + VMware
 |
| * + Cisco
 | * + DOS
 |
| * + VPN
 | * + TCP/IP
 |
| * + DNS
 | * + DHCP
 |
| * + RAID
 | * + LAN/WAN
 |
| * + IIS
 | * + ACL
 |
| * + Routers
 | * + Switches
 |
| * + Firewalls
	+ SAN/NAS
 | * + IOS
 |
| * + Android
 |  |

Applications:

|  |  |
| --- | --- |
| * Sharepoint
 | * WSUS
 |
| * TMG
 | * GFI
 |
| * Web filter
 | * SmoothWall
 |
| * Untangle
 | * Kaspersky Security Center
 |
| * Symantec Backup Exec
 | * ESXi
 |
| * PRTG
 | * Lansurveyor
 |
| * ManageEngineServicedesk plus
 | * CPanel
 |
| * PM5
 | * Mentor Graphics
 |
| * HP Jetadmin
 | * MS Office
 |
| * Photoshop
 |  |
| * Numerous IT and corporate related applications and tools
 |

Languages and Scripting:

|  |  |
| --- | --- |
| * BASIC
 | * ASP
 |
| * C
 | * C++
 |
| * Java
 | * JavaScript
 |
| * HTML
 |  |

Databases:

|  |  |
| --- | --- |
| * SQL Server
 | * Access
 |
| * MySQL
 | * Oracle Database (10g, 11g)
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**Hobbies & Activities**

* Reading
* Travelling
* Technology knowledge

\*\* all references will be furnished upon request