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**A**bdel

Al Nahda Dubai, Dubai

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**Professional Summary**

Dedicated technical support experienced in network and user support, troubleshooting and software analysis. Technical Customer Service Specialist with the capacity to quickly learn and synthesize new networking technologies.

**Skills**

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| --- | --- |
| * Microsoft Certified IT Professional (MCITP) Certificate
 | * Customer service expert
* Fast learner
* Skilled multi-tasker
* Working with shifting priorities
* CISCO router & switch management
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| * Microsoft Certified Professional (MCP)
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| * Cisco Certified Network Associate (CCNA)
* Network maintenance
* Skilled in TCP/IP and WAN
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**Work History**

**01/2014 till now** **Network & System Administrator**

***Reload ITS***

* Responsible for networking, design, installation and maintenance services.
* Remote administration and management of customer's on-site equipment.
* Manages all network servers and other network components including installation, configuration and maintenance.
* Install, configure, and support an organization's (LAN), (WAN), and Internet connectivity systems.
* Managing, and supporting Domain Controllers, such as (creating users accounts, making and applying Group Policies,….etc.)Using the remote control software tools to provide resolution and diagnosis of faults at remote working locations.
* Managing and maintaining Windows domain infrastructure Active Directory, DNS, DHCP, WSUS, WDS.Windows Server 2008 - 2012
* Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability.

**01/2011 to 12/2013IT Support Specialist**

***Rowad IT***

* Troubleshooting and fixing Network connectivity.
* Fix fault instances for Servers, PCs, laptops and mobiles.
* Troubleshooting and problem solving nature of various faults, demonstrating team working skills by working with others to resolve these and reach logical solution steps.
* Responsible for diagnosing and resolving hardware/software and end user problems.
* First point of contact for all technical queries.
* Allocating work to junior staff and providing induction training to new staff.
* Provided base level IT support to non-technical personnel within the business.
* Installed software, modified and repaired hardware and resolved technical issues.
* Worked closely with team members to meet or exceed all customer service requirements.

**01/2009 to 12/2010Technical Support Specialist**

***Nile OnLine (NOL)***

* Install and configure DSL devices in Central Offices such as (DSLAMs – E1 – Routers – Switches)
* Monitoring and report all network.
* Testing new boxes and running different scenarios on test lab.
* Troubleshooting and fixing problems occurred.
* Providing any new ideas that can enhance configuration and make it more dynamic.

**Technical Skills**

* Installation and Troubleshooting Dell PowerEdge 2850- 2950 –R610- R220.
* Installation and Troubleshooting HP Proliant DL120- DL160I- DL180.
* Configuring Cisco Routers (1700, 2600, 2800, 7600) Cisco Switches (2950, 3500,Nexus 5000).
* Configuring HP & 3Com Switches.
* Installing, Configuring, and Managing Firewall Systems such as :(Sophos – pfSense – MS Forefront)
* Installing, Configuring, and Managing Backup & Restore software (Acronis – CloneZila)
* Installing, Configuring, and Managing VOIP systems such as : (Asterisk – Trixbox - 3CX).
* Installing and Configuring Access points, ADSL-Modems, and Printers.
* Installing and Configuring Monitoring Cameras (CCTV – IPcams) and devices ( DVR-NVR)
* Configuring IP DSLAMs (Alcatal 7300 – Paradyne 8800,8600 – Zyxel - Ccom – Dlink)
* High knowledge about Lucent DSLAMs: Stinger, DSLMax20, and DSL modems.
* Medium knowledge about Huawei IP DSLAM (MA5600, MA5600T, M5603)
* DSU/CSU: Patton, Pardyne.
* Ability to work as Level-1 and Level-2 Technical Support Engineer.
* Designing and implementing different network solutions depending on clients’ environment.

**Education**

**2006** **Bachelor of Science, Accounting**

***Asyut University Egypt***

**Certifications**

* MCITP: Enterprise Administrator on Windows Server®

**Certification** MCSA: Windows Server® (MCSA)

**Certification** Cisco CCNA Certified.

**Certification** Cisco IT Essentials Certificate.

* TOEFL 510

**References**

**All References are available upon request**