**Mahmoud**

**Mahmoud.346166@2freemail.com**

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| **objective** |
|  | Seeking for a challenging position in a growing organization where my skills and abilities can be developed and Upgrade my experience. |
| **Experience** |
|  | **Aug 2009 / Present Telecom Egypt Co. Smart Village ,Egypt****Senior VoIP Engineer** * Maintain and troubleshoot Cisco Communication Manager (CUCM) in a Clustered Solution; Cisco Unity Connections, Cisco UCCE, Cisco Voice Gateways, Nortel (CS2000).
* Maintain and troubleshoot Fax over IP system (Right Fax).
* Implementing VoIP protocols and VoIP technologies (SIP, H323, and MGCP).
* Maintain and troubleshoot Asterisk FreePBX and Elastix SIP servers and configure, Nortel IP Phones, SIP softphones to work on with these servers.
* Operate Cisco IP phones (skinny protocol) to work on asterisk SIP Server.
* Integrating several SIP server brands to work together as CUCM, Asterisk, Elastix, and Huawei SIP servers.
* Experience with the ITSM helpdesk ticketing system desired.

 **Dec 2005 / Jul 2009 Light Technology (Mitel® Egypt CO.) Cairo, Egypt****Senior Technical Support Engineer*** Configure, maintain, and troubleshoot Mitel® VoIP devices and servers:
* MN3300 (IP)
* SX 2000 (Digital)
* SX 50 (Analog)
* Mobile Extension servers
* Mitel® IP Phones
* Mitel® Digital Phones and Peripheral cabinets
* 6100 Contact Centre
* Enterprise Manager Servers
* Implementing VoIP Projects that uses “Mitel” VoIP devices
* Maintaining and troubleshooting all customer’s sites VoIP environment
* Implementing integrations between Mitel® and other vendors (Avaya, Cisco CUCM, Analog PBXs, Nortel, fax over IP systems )
* Hardware and/or software migration between analog or digital (SX 2000) to IP (MN3300) without affecting the working service on the site.
* Operate and maintain hotel \ motel phone system (guest check in/out, wake up calls, billing system,…)
* Perform integration between telephone system and the billing system of the site.
* Operate and maintain auto attendant system (IVR) an adjust it to reach the customer needs.
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| **Training & certifications** |
|  | **Mitel Certificates*** 3300 ICP rel 7.1 I+M Fast Track Leader-Led
* Enterprise Manager rel 3.1 I+M Leader-Led
* 3300 ICP rel 7.1 UR2 I+M Update Self-Study
* 6100 Contact Centre Suite rel 5 I+M Leader-Led
* 3300 ICP Voice over IP Solution Pre-Course Learning Self-Study
* 3300 ICP Site Qualification Self-Study
* 3300 ICP rel 8.0 I+M Update Self-Study

**CISCO Certificates:** CISCO ID:* CCNA
* CCNP
* CCNA Voice
* CCVP (in progress)

**Other Courses:*** Microsoft Windows Server 2003 (2273B) Course
* Network+
* Security +
* MS Project 2007
* English (Berlitz): 5 levels
* Soft Skills (Berlitz):

-Technical and Business Writing - Marketing and Advertising - Business Presentation* Soft Skills (Dale Carnegie):

- Effective Communication and Human Relation - World Class Customer Service - Making Sales - High Performance Team &planning process - Problem Solving & Decision Making |
| **EDUCATION** |
|  | B.Sc. : Electronics and Communication Engineering.Faculty: Aswan Faculty of Engineering.University: South Valley. Graduation Grade: Very Good With Honor.Graduation Date: May 2005.**Graduation Project:**Name: CDMA Wireless Communications, Simulation and Building blocks.Type: Software (using Matlab).Project Grade: Excellent |
| **INTERESTS** |
|  | Travelling, Playing Chess, Reading, Surfing Internet |
| **PERSONAL INFORMATION** |
|  | Date of Birth: 1 / 1 / 1984.Military status: Exempted.Marital Status: Married.Home Address: Sohag, Egypt |