**Yousef**

[**Yousef.356487@2freemail.com**](mailto:Yousef.356487@2freemail.com)

**Objective:**

Seeking for improving My knowledge in the aviation IT solution field, where my academic background, presentation and interpersonal skills may be further developed.

**Academic Background:**

B.Sc. Engineering of Electronics and Communications, Al-Shorouk Academy, High Institute of Engineering, 2007, Grade: Good.

Graduation Project: Analog & Digital Optical Fiber systems.

Project Grade: Excellent.

**Certifications:**

* CISCO Certified Network Associate (CCNA)ID:
* Juniper Networks 341&350 Certified.
* CISCO WORKS LAN managements Solution.
* Implementing Cisco Intrusion Prevention Systems.
* Securing Network with ASA Fundamentals (SNAF).
* Introducing Cisco Voice and Unified Communications Administration ([ICOMM](http://tools.cisco.com/GlobalLearningLocator/courseDetails.do?actionType=executeCourseDetail&courseID=5881))
* Implementing Cisco Unified Communications (CIPT 1).
* Implementing Cisco Unified Communications (CIPT 2).
* Implementing Cisco Voice Communications and QoS

**Courses:**

* Fujitsu PC’s & Fujitsu scanners in Fujitsu service center Cairo.
* IBM server & storage hardware solution.
* HP Procarve switching system.
* Cisco wireless outdoor solution.
* Implementing Cisco works LMS 3.0 (CWLMS).
* Securing Network with ASA Fundamentals (SNAF).
* Programming using C++.
* Cisco Certified Network Associate (CCNA) “Cairo University”**.**
* CCNP switching & routing certificate exam.
* General English courses (amid east).
* Conversational English (oxford English academy).
* **Project Management Professional**
* Cisco Certified Network Associate – voice
* Cisco Certified Voice Professional (CCVP)
* Deploying Cisco Unified Contact Center.
* Cisco Certified Network Professional (CCNP).
* Trainer Maestro DCS Local.
* Amadeus Altéa Departure Control.
* Flight Management Overview
* Customer Management Overview
* Amadeus Security Management for Airlines
* Amadeus Altea Messaging Server
* Amadeus Altéa Document Management for DCS
* Amadeus Altea Inventory-DCS Links
* M20347 – Enabling & Managing Office 365

**Computer Skills**:

* Windows 10.
* Office Programs (Word, Excel, Power Point, outlook).
* Windows 2012 administration and implementation.

**Languages Skills:**

* Arabic: Mother tongue
* English: Very good spoken and written.

**Professional Background:**

**IT Manager Aviator Aviation**

(May 2016 – current)

Responsibilities:

Contracting and Implementation for Office 365 solution.

Contracting and Implementation for Sita Flight briefing system.

Contracting and Implementation for Sita messaging system.

Contracting and Implementation for Arinc messaging system.

Contracting and Implementation for Cisco Voice and Collaboration solution.

Contracting Web site, ecommerce solutions.

Contracting and Implementation for Altia DCS for KWI Station with Nas port.

**IT Supervisor, Nile Air Company**

(January 2010 – May 2016)

Responsibilities:

Provide tier 2 and tier 3 technical support for data network faults for more than 7 sites for Nile air branches (VPN MPLS).

Assist tier 1 personnel and provide professional technical support for all issues escalated from the Service Desk.

Provide tier 2 technical support for CISCO IP Telephony solutions including call Center solution.

Provide tier 2 technical support for Cisco security systems (ASA 5520, CSA

[Cisco security agent], iron port web security).

Provide tier 2 technical support for SITA message application for all Nile air station.

Provide training for MLDS (Maestro Local departure control) to Nile air staff.

Provide tier 2 and tier 3 technical support for Amadeus VPN connection.

SITA account manager for NILEAIR communication services & Departure control system.

Project Manager & implementation Manager FOR Amadeus Altea DCS

Deployment project at 12 station in EG , KWI , KSA

* Technical representative & network designer IT systems PC & server solution, Electro Dream Company.

(December 2008 to January 2010)

Responsibilities:

* Complete Presales and Sales cycle for IBM and Fujitsu Servers
  + Server configurations and design based on requirements
  + Tender document preparation
  + Attending tender and negotiating prices
  + Deal closing and server ordering
  + Installation and project management
* Technical support for PC’s and Printers
  + Trouble shooting most types of PC’s
  + Lexmark printers
  + Fujitsu scanner
* Network solution design for infrastructure
  + Switch and router configurations
  + Network layout design
  + Complete sales and presales cycle management
  + Supporting HP network Procurve
  + Installation and project management
* Technical Support Representative& network designer, Future Technology Company.

(September 2007 to December 2008)

Responsibilities:

* Complete Presales and Sales cycle for IBM and Fujitsu Servers
  + Server configurations and design based on requirements
  + Tender document preparation
  + Attending tender and negotiating prices
  + Deal closing and server ordering
  + Installation and project management
* Technical support for PC’s and Printers
  + Troubleshooting most types of PC’s
  + Lexmark printers
  + Fujitsu scanner
* Network solution design and infrastructure
  + Switch and router configurations
  + Network layout design
  + Complete sales and presales cycle management
  + Supporting HP network Procurve
  + Installation and project management

**Personal Information:**

Date of Birth: 8/8/1983

Gender: Male

Marital Status: Married

Nationality: Egyptian

Military status: Exempted

**I Have multi entry Visa to United Arabia of emeritus**