

|  |  |
| --- | --- |
| MahmoudMahmoud.364228@2freemail.com  |  |
|  |
|  |
|  |

|  |  |
| --- | --- |
| ***SUMMARY PROFILE*** |  |

|  |  |
| --- | --- |
| Position Applied For | ERP Administrator |
| Certifications | Bachelor’s Degree in Computer science, evaluation (good). Al-Balqa’ Applied University, SALT, JORDANMCITP: Enterprise Administrator on Windows Server 2008;TMG ,Microsoft exchange 2010 (Pioneers Academy) 24/4/2013 to 07/10/2013  |
| Years of Experience | 7 years  |
| Languages known/Spoken | English /Arbic  |

|  |  |
| --- | --- |
| ***EDUCATION***  |  |

 **Bachelor’s Degree in Computer science**, evaluation (good). Al-Balqa’ Applied University, SALT, JORDAN

|  |  |
| --- | --- |
| ***TRAININGS & CERTIFICATIONS*** |  |

***MCITP: Enterprise Administrator on Windows Server 2008;TMG ,Microsoft exchange 2010***

***(Pioneers Academy) 24/4/2013 to 07/10/2013***

***HpEilte Pad 900 service and support course ID: 00728909 version on 08/01/2013***

***Servicing HP desktop,workstation,notebook for onsite service Technicians course***

***ID: 00712921 versions on 07/30/2013***

|  |  |
| --- | --- |
| ***TECHNICAL SKILLS***  |  |

* Microsoft Dynamics AX 2012R2 and 2009 ERP
* On Call End User Support by using (SCCM/Windows Remote Assistance).
* Management, MS Office, Network Administration, Networking Assistance, Training
* Network Troubleshooting.
* Windows Server 2008 Installation.
* Domain Server Installation.
* Active Directory installation.
* Define all users to AD.
* Microsoft SQL Server 2008
* AX Application Installation on SQL server.
* AX Client installation for required Departments
* Installing, configuring, and maintaining physical and virtual computer servers and desktops.
* Performing mail server office 36, stage server, FTP serve
* Performing website: www.hatifkom.com and data base server
* Performing router and switch upgrades.
* Performing system backups and recovery.
* Installing network upgrades.
* Performing daily system back-ups.
* Maintaining documentation for a network environment
* Experience of: VMware, Windows 2003, 2008, Active Directory Group PoliciesTCP/IP, DNS.
* Internal Technical support for the Head Quarter users and directors, including HP Desktop, & Laptop , Lenovo Desktop & Laptop ,Dell Desktop & Laptop , printers( HP , Xerox, Samsung ,Bother , Canon ….) , and CISCO (1140 series) Access points.

|  |  |
| --- | --- |
|  ***FUNCTIONAL EXPERIENCE*** |  |

**Designation : IT Administrator**

**Company : Fasttelecom Trading Co**

**Duration : 8/11/2014 Till now**

**Work Profile:-**

* Configuring of the Microsoft Dynamics AX system to meets business requirements as per business scenario
* Managing the system as MS Dynamics AX Administrator.
* Complete setup, installation, security setup, maintenance and troubleshooting of AX.
* Planning and implementation of MS Dynamics AX tests to ensure that functionality,
* Configuration and data are as expected.
* Configuring of the Microsoft Dynamics AX system to meets business requirements
* Microsoft office 365 instailltion and implementation
* Installation, Configuration and Administer domain controller (Users, Permission, Shared folder)
* Installation and configuration DHCP server, DNS server, Active Directory Site and Services.
* Experience of: VMware, Windows 2003, 2008, Active Directory Group Policies, TCP/IP, DNS.
* Installation, Configuration and Administer Acronis Backup and Recovery (full backup, incremental backup, differential backup)
* Internal Technical support for the Head Quarter users and directors, including HP Desktop, & Laptop , Lenovo Desktop & Laptop ,Dell Desktop & Laptop , printers( HP , Xerox, Samsung ,Bother , Canon ….)and CISCO (1140 series) Access points.
* Admin on HP server (ProLiant G7-dl380 ) and cisco server MCS 7800 series ( CUCM PUM,SUB)
* Installation, Configuration and Administer Sonic WALL (2400-2600) Firewalls, and Configure VPNs - Virtual private Network and VPNs client.
* Administrator for a Symantec Endpoint Protection, and handle all its operations

**Note:** Some of above responsibilities were applied for customers of **Fasttelecom Co**. So many configurations and installations were applied in different sites ( Saudi Arabia , Kuwait , Qatar)

**Designation : IT Administrator**

**Company : Matrix Business Technology Co. (Services center HP& Acer)**

**Duration : 2\10\2012 to 5/11/2014**

**Work Profile:-**

* Maintenance and Support of HP (Desktop, laptop, server, autoloader, dock station) on site and out site.
* Administrator for a Kaspersky Administration kit server, and handle all its operations (Server Preparation and Installation, License and Client management) and monitor Daily Virus's reports.
* Internal Technical support for the Head Quarter users and directors, including Lenovo Laptops & Desktops, printers and access points.
* Installation and configuration Microsoft end user Window Operating systems (XP, Vista, 7, 8) and Microsoft Office applications (Outlook, Word, Excel ...).
* Installation and configuration DHCP server, DNS server, Active Directory Site and Services.
* Managing and official for HP (ProLiant ML350 G3, ProLiant DL380 G6, ProLiant dl380 8 Servers.
* Installation and configuration Ups system ( APC, trip Light
* Handle and Maintain Virtual Servers Using Microsoft Virtual Server 2005.
* Administrator for the HR, MENAITECH system.
* Configure and Install IP Cameras from a different types JVC {PTZ} … etc.), and also Install and configure NVR, DVR, and recording systems.
* Configure and Install IP Time Attendance Systems.
* Internal Technical support for the Head Quarter users and directors, including Lenovo Laptops & Desktops, printers and access points.
* Installation and configuration Microsoft end user Window Operating systems (XP, Vista, 7, 8) and Microsoft Office applications (Outlook, Word, Excel ...).
* Installation and configuration DHCP server, DNS server, Active Directory Site and Services.
* Managing and official for HP (ProLiant ML350 G3, ProLiant DL380 G6, ProLiant dl380 8 Servers.

**Note:** Some of above responsibilities were applied for customers of **Matrix Co**. So many configurations and installations were applied in different sites

**Designation : Support Engineer**

**Company : Al-Awael Business & Computers Company.**

**Duration : 1-10-2010 \ 1-10-2012**

**Work Profile:-**

* Administer a FortiGate (100A) Firewall and the entire VPNs networks connected for it.
* Configuration and Installation the Citrix Xen app server and Client app, maintain it and Keep it running up.
* Maintenance and Support of HP (Desktop, laptop, server, autoloader, dock station) on site and out site.
* Produce and Follow Data Backup by using the Acronis Software and monitor the daily reports, and also restoring backed up data or servers if a software or hardware failure happens.
* Supporting & Troubleshooting Desktop and laptop and server and printers