**Amir**

[**Amir.364668@2freemail.com**](mailto:Amir.364668@2freemail.com)

Experienced and Certified Engineer in the field of information technology. I work as a part of the team. I am a straight shooter who isn’t afraid to do unusual work to help my company to step forward.

**Areas of Expertise**

Windows Servers-Virtualizations--Vmware-Redhat Linux-Exchange Servers-Cisco Routers-Wan Technologies-CCTV- IP Cam

**Work Experience**

**System Administrator (December 2015 till Date)**

Company: TEData

**Achievements:**

• Developed a Shared knowledge base that resulted in an increase of fast learning for new IT comers which saved alot of time and efforts by 30%.

• Founded a new technique of doing tasks with a scheduled time using auto run powershell scripts which arranged tasks by 20%.

**responsible for:**

• Managing **VMware** **servers** which includes **Windows Server 2012 R2 using virtualization .**

• Participated on a 24/7 on-call helping clients using **Windows server** in a **VM environment**. Taking backup and restoration of **data** and **virtual machines**

• **Built Microsoft Servers 2012 R2 physically** as well as in a **VM environment** and installing and configuring SAN for **virtual environment**.

• Responsible for creating daily and weekly images using Veeam Backup solution

• **Managed domain** users and groups in **AD** and create **group policies** in order to keep the **network secured**

• Increasing Disk Size of system volumes using **Diskpart utilities**. **Managing DNS**. Working on **Problem Management Tickets** created for **alerts /** **warnings**.

• Anti-Virus updating and maintaining reports on regular basis.

**IT Engineer (November 2012– November 2015)**

Company: TEData

**Achievements:**

• Employee of the year 2015

• United Multiple teams with SLA with saved time in handling tickets by 30%.

**responsible for:**

• Escalate IT issues to the IT Manager where necessary

• Handle CCTV & IPCams issues

• Responsible for managing backups and tape rotation

• Diagnose and resolve technical issues

• Undertake small-sized IT projects as instructed by the IT Manager

• Setting up and configuring new laptops and desktops

• Antivirus installation to all desktops and laptops

• Reporting faults and maintaining logs on servers, desktops and laptops

• Completing internal user moves including phones

• Patching of network and phones

• Installing authorised software to servers

• Exchange server mailbox maintenance including archiving mailboxes

• Setting up new users and disabling expired accounts in accordance with HR requirements

**Senior Technical Support (November 2009 – November 2012)**

**Company: TEData**

**Achievements:**

• Launched a new training for new systems and products using conference calls and live board on microsoft lync which saved time and money for company by 80% of training support.

• Head up a team of 12 employees

• Employee of the year 2012

• Nominated as Deputy manager on numerous occaions

**responsible for:**

• Performing CSO daily tasks of technical issues using established performance tools and procedures & handling customer site technical and new installation visits as well.

• Customer oriented able to well serve TE Data ADSL customers.

• Perform Tasks and procedures related to systems updates for new customers & Pending installation and old Customers.

• Managing daily CPE stock report.

• Configuring ADSL CPE and other configuration; wireless…etc.,

• Analyzing, identifying errors & creating tickets for any other related escalation to handle customer problems.

• Updating existing tickets for CSO visitors (customers).

• Reporting to Technical Sectionhead.

• Follow up with Juniors & Seniors , revising their daily reports and handling hard cases.

**IT HelpDesk Engineer (November 2007 – November 2009)**

**Company: International Pipe Industry Co. "IPIC**"

**responsible for:**

• Provide technical assistance and support for incoming queries and issues related to computer

• systems, software, and hardware.

• Respond to queries either in person or over the phone.

• Write training manuals.

• Train computer users.

• Maintain daily performance of computer systems.

• Ask questions to determine nature of problem.

• Walk customer through problem-solving process.

• Install, modify, and repair computer hardware and software.

• Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.

• Install computer peripherals for users.

**Technical Trainings:**

**Certified:**

VMWare : VCP-DCV

: VCP-NV

: Vsphere Foundations

CISCO : CCNA Routing & Switching 200-125

: CCNA Security 210-260   
 : CCNP Security : Sitcs 300-207

EC-Council : Certified ethical hacker

**Online& Attended:**

Veeam : Backup and Replication (Online Session)

Citrix : Xen App / Xen Desktop (Online Course)

Microsoft :MCSA 2012 (Attended)

Exchange 2010 (self-study)

Sharepoint 2013 (self-study)

Linux : RHCSA 7 (Online Course)

Linux Command line sessions (Attended)

Docker : Using Docker to Implement Effective Linux Virtualization (Online Sessions)

Sophos : Sophos XG Firewall (Online Sessions)

**Inprogress:  
Microsoft**  : Exchange 2016

MCSA 2016 (inprogress)

**Android** : The Completed Android N App Development

**Technical Skills:**

* **Servers Side –** Windows 2008,2012, Redhat 7
* Networking services - **NFS, Telnet, FTP, DNS, DHCP, ROUTING ,NAT, HTTP, SAMBA**
* Routing **– Configuring Routing protocols**
* **Cisco** routers
* **Cisco** switches
* Configuring Site To Site **VPN** and Remote VPN
* **VoIP** – Cisco Unified Communication Manager 8.6 Basic configurations.
* Security -  **iptables, Sophos,ASA**
* WANTechnologies: **Leased Line, VPN**
* LAN Technologies: **Ethernet, VLAN, VTP, Trunking, STP, RSTP, Ether Channel**
* Installation and configuration Virtualization solutions like**Hyper V**,**VMware ,Xen ,KVM,OracleVM.**
* Mail Server **-Exchange Server 2013**
* Mail Client**-OutlookMail**
* **WEBMIN** (web based administration tool).
* Excellent command of Microsoft Office main tools.
* Experienced Microsoft windows user.
* Good User of Linux.

**Education**

Bachelor‘s Degree of engineering ,El-Sherouk University, 2007

Section : Telecommunication & Electronics engineering

**\* -Softskills:**

-       Business Writing , TEData in-house training, 35 hours.

-       Negotiation Skills, TEData in-house training, 35 hours.

-       Presentation Skills , TEData in-house training, 35 hours.

-       Team Building & Coaching , TEData in-house training, 35 hours.

-       Strategic Planning , TEData in-house training, 35 hours.

-       Emotional intelligence , TEData in-house training, 35 hours.

-       Stress Management , TEData in-house training, 35 hours.

-       Communication Skills , TEData in-house training, 35 hours.

- internal Audit , in house training

**Volunteer Work**

-       Resala Charity Organization (Portsaid) , 2013 (Public Relationships Manager)

**Languages**

- Arabic: Native Language

-       English:      Very Good.

**Personal Details**

-       Date of birth:     May, 18th 1985.

- Nationality : Egyptian

**Visa Status :** Long Visit Visa (3 months) started from 19/04/2017