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| Ahmed  [Ahmed.372668@2freemail.com](mailto:Ahmed.372668@2freemail.com) | | | |
| Career Overview | * I started my professional career early during my study as an **Entrepreneur** in the field of Computer (sales and maintenance), Networks (implementation and administration) * Also during my study, I have many technical trainings at:   + Arab Contractors Company Computer Department   + Orange Business services   + YLA (Young Leadership Initiative) Program at Vodafone Egypt * Built my graduation project **"Wireless mobile charger"** with my colleagues and I was the team leader, and we published a research paper for our work under the supervision of prof. Islam Eshra, we got excellent grad * Worked as Customer Care Agent at WASLA Telecomm Services (Vodafone Project) * Worked as a **Technical Support Agent** at TEData * Worked as **Technical support engineer** and technical sales marketing specialist at XTRACK Computer Systems * Worked as a **Network and Security Engineer** at Lab Technology * Currently, Working as a **Pre-sales Engineer** and **Project Manager** at Misr for Technology and Projects (MisrTech) * Also working as a part-time Instructor at ITAcademy | | |
| Achievements | A lot of success stories in my professional and personal life such as   * **Entrepreneur** in the field of computer maintenance and sales, network implementation and administration * I was the team leader of my Graduation project team and I've set the idea of the project "Wireless mobile charger" * Selected and trained by Young Leadership Initiative program **"YLI"** from Vodafone Egypt after very hard selection process * Designed many integrated solution as a **System Architect** and implemented it as a **Project Manager** at MisrTech such as:   + Military production factories’ optical-fiber network   + Ministry of Transport integrated network and surveillance system   + Juhayna Security System   + Concreate surveillance system |  | |
| Qualifications | Cisco certified network associate (CCNA)  CCNA Security "self-study"  Proficiency in TCP/IP protocols  Network Design, implementation, maintenance and administration  Information security junior consultant  Security system "firewalls, UTMs, Mail security, DLP and Anti-virus" support and implementation  Extreme Networks, Sophos, GFI and ESET product specialist  Technical help desk experience | Patch and Network asset management solutions support and implementation  Hardware support and troubleshooting  Different vendors' components implementation  Excellent problem solving skills | |
| Technical Skills | Working with different Windows' Versions  Excellent in computer maintenance  Network Design Procedures  Network Security Design Procedures  Network Implementation and maintenance  Network assets and Security management  Palo Alto and Fortinet Firewalls  Currently, studying CEH and penetration testing track | | |
| Working Experience | **Pre-Sales and Systems Engineer** | **Misr for Technology and Projects (MisrTech)** | |
| **Responsibilities**   * Doing Site surveys * Prepare Technical offers and BoQ for tenders and projects * Response for RFI or RFD from the customer * Perform PoC for the company products * Design and implement Network infrastructure, Network and information security and IP surveillance Projects * Project management activities during Projects implementation * Support and implement the company products (Extreme Networks switches,   Adtran and Zyxel Network Infrastructure, Sophos Network Security and IP cameras) | | |
|  | **Network Security and technical support Engineer** | **Lab Technology** | |
|  | **Responsibilities**   * Address customer needs and provide the suitable solution * Design and implement Network infrastructure "cables, PC's and servers" * Support and implement security software and network management solutions * Support and implement Palo Alto and Fortinet products * Support and implement GFI and ESET products * Train the customers about company products   Support the sales process by providing technical Demos and POCs | | |
|  | **Technical support engineer and technical sales and marketing specialist** | **XTRACK Computer Systems** | |
| **Responsibilities**   * Provide technical training and support for the sales team * Compare and review company products with competitors' products * Provide the technical materials for marketing events "road-shows and seminars" * Manage enterprise and High-End customers' accounts "sales and support" * Address customer needs and provide appropriate solution * Suggest new products and new customers | | |
|  | **Technical Support Engineer** | **TE Data** | |
|  | **Responsibilities**   * Gather customer’s information and determine the issue by evaluating and analyzing the symptoms * Provides answers to clients by identifying problems; researching answers; guiding client through corrective steps. * Follow standard processes and procedures * Update customer's documentations with the problems, all troubleshooting steps done and current situation * Solve customer's problem on FCR if possible * Escalate customer's problem for the 2nd line support if needed | | |
|  | **Customer Care Agent** | **WASLA Telecomm Services**  **(Vodafone Project)** | |
|  | **Entrepreneur**  in the field of computer maintenance and sales, network implementation and administration For 6 years | | **My own small business “EasyTech”** |
| Education | Cairo University, Faculty of Engineering  Communication and electronics Engineering | | |
| Certificates | Cisco IT Essentials I: PC Hardware and Software "similar to CompTIA A+"  Cisco IT Essentials II: Network Operating Systems "similar to CompTIA N+"  CCNA R&S (200 - 120): Introduction to Networks  CCNA R&S (200 - 120): Routing and Switching Essentials  GFI WebMonitor 2015 - Level 100 Certification  GFI WebMonitor 2015 - Level 200 Certification  GFI MailEssentials Level 100 Certification  GFI MailEssentials Level 200 Certification  GFI MailArchiver Level 100 Certification  GFI MailArchiver Level 200 Certification  GFI LanGuard Level 100 Certification  GFI LanGuard Level 200 Certification  GFI EventsManager Level 100 Certificates  GFI EventsManager Level 200 Certificates  GFI FaxMaker Level 100 Certificates  GFI FaxMaker Level 200 Certificates  GFI EndPoint Security 100 Certificates  GFI EndPoint Security 200 Certificates  Extreme Networks Design Professional  Extreme Networks Solutions Engineer    Sophos Certified Engineer  Sophos Certified Architect | | |
| Personal Skills | Hard Worker  High reliable  Ability Work under pressure  Very good ability of learning  Excellent communication skills  Very good creativity  Highly Ambitious  Excellent Time Management  Excellent Problem solving skills and error tracing  Very good ability to work as co-operative team member or as a team leader  Accept constructive criticism  Self-independent and self-learning skills | | |
| Personal Information | Date of Birth: 21th of July, 1984  Present Resident in Nasr City, Cairo, Egypt  Sex: male  Status: Married  Military Status: Exempted | | |
| Languages | Arabic - Native language  English - Excellent level | | |
| Hobbies and Social works | **Hobbies:**  Reading, swimming, traveling and horses riding  **Social work:**  I'm a Volunteer at Resala charity  I was a member in GATE student activity  I was a member in STP Student activity | | |
| References | Available upon request | | |