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| Ahmed 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
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| 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
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| Qualifications | Cisco certified network associate (CCNA)CCNA Security "self-study"Proficiency in TCP/IP protocolsNetwork Design, implementation, maintenance and administrationInformation security junior consultantSecurity system "firewalls, UTMs, Mail security, DLP and Anti-virus" support and implementationExtreme Networks, Sophos, GFI and ESET product specialistTechnical help desk experience | Patch and Network asset management solutions support and implementationHardware support and troubleshootingDifferent vendors' components implementationExcellent problem solving skills |
| Technical Skills | Working with different Windows' VersionsExcellent in computer maintenanceNetwork Design ProceduresNetwork Security Design ProceduresNetwork Implementation and maintenanceNetwork assets and Security managementPalo Alto and Fortinet FirewallsCurrently, 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
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|  | **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
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|  | **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 NetworksCCNA R&S (200 - 120): Routing and Switching Essentials GFI WebMonitor 2015 - Level 100 CertificationGFI WebMonitor 2015 - Level 200 CertificationGFI MailEssentials Level 100 CertificationGFI MailEssentials Level 200 CertificationGFI MailArchiver Level 100 CertificationGFI MailArchiver Level 200 CertificationGFI LanGuard Level 100 CertificationGFI LanGuard Level 200 CertificationGFI EventsManager Level 100 CertificatesGFI EventsManager Level 200 CertificatesGFI FaxMaker Level 100 CertificatesGFI FaxMaker Level 200 CertificatesGFI EndPoint Security 100 CertificatesGFI EndPoint Security 200 CertificatesExtreme Networks Design ProfessionalExtreme Networks Solutions Engineer Sophos Certified EngineerSophos 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 ManagementExcellent Problem solving skills and error tracingVery good ability to work as co-operative team member or as a team leader Accept constructive criticismSelf-independent and self-learning skills |
| Personal Information | Date of Birth: 21th of July, 1984Present Resident in Nasr City, Cairo, EgyptSex: maleStatus: MarriedMilitary Status: Exempted |
| Languages | Arabic - Native languageEnglish - 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 |