ELSAYED IT Specialist

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Profile

* Experienced and dedicated IT professional with 9 years’ successful experience in Information Technology field.
* A high level of understanding and broad knowledge of computer technology and problem resolution procedures.
* Administration and Management of Servers, Operating Systems, Network configuration / management, client setup, connectivity etc.
* Excellent knowledge on using HPSM tools.
* Persistent. Hard worker. Ability to multitask. Motivated with strong ability to learn new concept and technologies.

Highlights

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| * + - * Linux Redhat 6.5 | * + - * Microsoft Windows Server |
| * HPSM | * + - * Network |
| * + - * VMware vSphere | * + - * Symantec Backup Exec |
| * + - * IBM (Storage, SAN Switch and Tape Library). | * + - * Active Directory, DNS, DHCP and File Server. |
| * + - * Exchange Server | * + - * Manage hosted Website and e-mails |
| * + - * Antivirus Server | * + - * Technical Support Engineer |

Experience

**1 – Alpha Data – IT Support Engineer**

January 2017 – Now

**project: Abu Dhabi municipality (HQ)**

5 months’ project

Job title: End user Computing

Key Responsibilities:

* Managing daily tasks using HPSM tools.
* Provide assistance to PC users to resolve their problems.
* Support the following technologies: Microsoft Office products – Outlook, Word, Excel, Access, Internet Explorer, Windows 10, Win OS 7, desktops, laptops, printers, networked copiers, scanners, all municipality web based applications and others as assigned.
* Coordination with Hardware vendor in connection with all technical and Hardware issues
* Diagnosing and troubleshooting hardware failures.
* Resolve user problem remotely using SCCM.

**2 - Alexandria Shipyard (Egypt):**

Ministry of Defense (Marine Industries & Services Organization)

2008 – 2016

Job title: Systems and computers Engineer

Key Responsibilities:

* Support the following technologies: Microsoft Office products – Outlook, Word, Excel, Access, Internet Explorer, Windows 10, Win OS 7, desktops, laptops, printers, networked copiers, NIC’s, basic LAN/WAN connectivity and others as assigned.
* Coordination with Hardware vendor in connection with all technical and Hardware issues
* Plan, coordinate, and implement network security measures in order to protect data, software, and hardware.
* Diagnosing and troubleshooting hardware failures.
* Installing, configuring, testing, maintaining and administering new and upgraded networks, software database applications, servers and workstations.
* Managing Active Directory, exchange server, DNS, DHCP and File server.
* Installing, configuring windows based and Linux based operating systems.
* Managing VMware vSphere Environment and SRM (Site Recovery Manager).
* Managing SAN storage, presenting new volumes to servers, configures zoning.
* Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
* Ensure systems Availabilities to meet SLAs
* Install security Patches to all windows and Linux servers
* Manage archiving system.
* Monitor servers performances to ensure high performance
* The support and administration of firewall environments in line with IT security policy.
* Install and configure antivirus software on servers and end-points as per installation procedure
* Keep antivirus and antispyware definitions up-to-date on all servers and devices
* Prepare monthly reports to IT Manager
* Manage hosted Website and e-mails.

Training Courses:

* Linux Redhat 6.5
* MCSE (Windows Server 2003)
* MCITP (Windows Server 2008 R2)
* ISA Server 2006
* Exchange Server 2007
* SCP (Security Certified Professional)
* Installing, configuring and managing VMware vSphere (On job training).
* Installing, configuring and managing Backup Exec (On job training).
* Configuring and managing IBM Storage (v7000 - v5000) (On job training).
* Course of information system on SPM system (shipbuilding planning management installation and troubleshooting) in China shipbuilding trading company Ltd. From 3/1/2012 to 20/1/2012.
* Course of Ship's Block Handling in Lorient, France from 3/10/2015 – 17/10/2015

Education:

* University Degree: B.Sc. Engineering
* Faculty: Engineering
* University: Al Azhar University
* Graduation year: 2006
* Major: Systems & Computers Department
* Cumulative Degree: Very good (81.2%)
* Project Title: Digital Library System.
* Project Grade: Excellent

Personal Information:

* Marital status: Married.
* Gender: Male.
* Nationality: Egyptian.
* Year of Birth: May. 16, 1982.
* Place of Birth: Alexandria, Egypt.
* Military Service: Completed, Dec.2007