**personal Information:**

**Name**: Moustafa

Email: [moustafa.372772@2freemail.com](mailto:moustafa.372772@2freemail.com)

**Marital Status:** Married

**Birth Date:** 3rd May 1981

**Place of Birth:** Alexandria

**Nationality:** Egyptian

**Education:**

Bachelor of Engineering, Communications " Electrical Department " class 2004 Alexandria University.

Completed 24 credit hours of Master degree in Information Technology at the Institute of Graduate Studies and Research (IGSR), Alexandria University.

**PERSONAL SUMMARY**

A highly competent and organised systems administrator with experience of software procurement, installation, administration & compatibility. Possessing a proven ability to assist with the day-to-day running of an IT department and its business IT systems. Extensive knowledge of monitoring and controlling data security within guidelines to ensure compliance and report on possible improvements. Well mannered, articulate and able to act as point of contact for colleagues and external clients.

Looking for a suitable systems administrator position with an exciting, innovative and ambitious company that offers room for progression.

**Certification Status:**

*Microsoft Certified:*

|  |  |
| --- | --- |
| Microsoft Certified Professional (**MCP**) | June 2006 |
| Microsoft Certified Systems Administrator (**MCSA**) | Sep 2006 |
| Microsoft Certified Systems Engineer (**MCSE**) | Sep 2006 |
| Microsoft Certified Systems Administrator: Security (**MCSA: Security)** | Sep 2006 |
| Microsoft Certified Systems Engineer: Security (**MCSE: Security)** | Sep 2006 |
| ***Cisco Certified:*** |  |
| Cisco Certified Network Associate (**CCNA**) | Oct 2006 |
| ***ITIL*** |  |
| Information Technology Infrastructure Library | Dec 2013 |

**TRAINING SESSIONS**

* Linux Administration
* Cisco Certified Network Professional (CCNP

**Key responsibilities handled**

* Responsible for providing Reports on SLA compliance, Service Desk Metrics and IT assets.
* Responsible for ensuring the smooth day to day running of the IT Service Desk.
* Responsible for ensuring IT Service Desk staff coverage, call levels and SLA compliance.
* Initial escalation point for all user requests.
* Carries out first line support for all aspects of the Commission’s IT infrastructure on all sites in person, on the phone and via remote connection.
* Carries out fault-finding and problem solving on software and hardware issues and passes more complex faults and requests to the IT Operations Manager (Services) or other relevant resource.
* Monitors, checks backups, and backup routines to provide security of the data held.
* Ensures systems are kept up to date with patches and antivirus updates.
* Checks Spam logs and relevant notifications where required.
* Responsible for maintaining the IT Asset Database.
* Provides support to the IT Operations Manager (Services).
* Represents the department where required.
* Responsible for following established IT processes and supporting new ones.

**WORK EXPERIENCE**

1. IT System Administrator in Ministry of Communications and Information Technology (MCIT) install Windows server 2003, prepare Network Infrastructure, and install CIS Application and employee training in in Minister of Health (MOH) from January 2007 until August 2009
2. IT System Administrator in Ministry of Communications and Information Technology (MCIT) in PAN African project in Alexandria University

**Project Description:** Within the mainframe of cooperation between Ministry ofCommunications and Information Technology and Ministry of Higher Education and Scientific Research, , and the Indian Ministry of Foreign Affairs participated in the PAN African E-Network official inauguration in India through video conference technology today.

The PAN African E-Network and it aims at connecting the African countries to to provide distance learning and treatment services

The network aims at connecting India with African countries to offer them distance learning and treatment services through seven Indian universities and five high-quality Indian hospitals

1. Network Engineer in Information Technology Institute (ITI) from January 2016 till now
   * Configure Wireless AP
   * Configure Cisco switches
   * Manage Servers