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***Education :*** B. Sc. of Engineering, *Alexandria University*

***Certifications:***

**Microsoft Certified professional (MCP)**

**Microsoft Certified System Administrator + Messaging - Windows 2000/2003 (MCSA)**

**Microsoft Certified System Engineer - Windows Server 2000 / 2003( MCSE )**

**Microsoft Certified Technology Specialist ( MCTS )**

* Windows Server 2008 Applications Infrastructure, Configuration.
* Windows Server 2008 Active Directory, Configuration.
* Windows Server 2008 Network Infrastructure, Configuration.

**Microsoft Certified Solution Associate – Windows Server 2008**

**Microsoft Certified Solution Associate – Windows Server 2012**

**ITIL® Foundation Certificate in IT Service Management**

*PS: My Full Learning Transcriptsare available upon request*

***Foreign Languages***

***Reading Writing Speak***

* **English** ***E****xcellent* ***E****xcellent* ***E****xcellent*
* **Arabic** ***N****ative* ***N****ative* ***N****ative*
* With basic knowledge of French & German

***Marital Status :*** Married (two kids)

***Skills:***

* IT Service Management
* MS Windows**Server 2000 / 2003 / 2008 / R2 / 2012 / R2**
* MS Active Directory (DC, RoDC)
* DNS, DHCP, GPO, IPAM
* MS Exchange **2003 / 2010**
* MS Communication Server **2003**
* MS Office Communication Server **2005 / 2007**
* MS Lync Server **2010 / 2013**
* File Server Resource Management / Distributed File System
* Network Attached Storage (NAS)
* MS ISA Server **2006** / TMG Server **2010**
* MS SharePoint **2010 / 2013**
* MS Terminal Server **2003 / 2008**
* AD Certification Authority
* MS WSUS / Network Policy Server / MS Windows Deployment Services
* MS Hyper-V/ XP mode / Virtual Server
* VMWare ESXi / VMWare vSphere /VMWare Workstation
* Remote Desktop Connection / Remote Assistance
* Windows Client (**8.1 / 8 / 7 /Vista / Xp Mode/ Xp**)
* Linux OS (e.g. Ubuntu)
* MS Office / SUN OpenOffice
* Servers & Workstations Hardware (e.g. Dell PowerEdge, HP, IBM X-series)
* *Cisco Routers 877, 1841, 2811, 3925*
* *CiscoSwitches 2960S*
* *Cisco Access Points Aironet1042, 2600*
* *CiscoSRP 527, Users VPN, site to siteIPSec Tunnels.*
* *Fortigate Firewall*
* Avaya IP Phone System, Panasonic PBX.
* Scanner, Printers (Laser / Thermal) troubleshooting
* *UPS, Analogue & IP KVM switches, IP Cameras ...etc.*

***Experience :***

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**IT Systems Engineer / Manager**–12/2007-11/2014

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As the company expanded it was decided to move main office to a multi-Level building, I designed the network infrastructure & supervised the implementation along with ITsupport Engineers& Technicians.

Upgrading all Servers to Windows server 2008 then later I upgraded it to 2012 (20 Physical Server, 35 Virtual Server) while consolidating the servers using virtualization (Hyper-V & VMWare ESXi), with clients running Windows 7, 8, 8.1 (120 Desktop / Laptop / Tablet). Adding MS SharePoint 2010 then later I upgraded it to 2013, upgrading the MS ISA 2006 server to MS TMG 2010 and MS terminal Server upgraded from 2003 to 2008. Alsoupgrading the MS Office communication Server 2007 to MS Lync 2010 & later to 2013. Also implementing Files Server Resource Management to manage file sharing access, MS WDS for Windows Deployment.

With more satellite offices added in Dubai, UAE & Johannesburg, S. Africa, adding to then 6 sites in Egypt &2sites in UK.

IP Phones were implemented using Avaya office system 500. All network infrastructure upgraded to Cisco Routers (3925, 2811), Switches (2960s), Access Points (1042, 2600), Modems (SRP 527), with Fortigate Firewall replacing the MS TMG 2010 in main office, implementing MS Network Policy Server to secure LAN network access & Wi-Fi access.

Along with maintaining the IT systems & managing the IT team, I handled the IT Planning, budget & procurements.

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**IT Systems Engineer / Administrator**–04/2005 – 11/2007

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With the decision to move the main office to a bigger site I designed & supervised with IT technician the implementation in the new office, upgrading the network infrastructure to Cisco Routers (877, 1841)& Linksys switches, also began deployment of Cisco VPN to remote users &with acquirement of a UK site I travelled to join the IT infrastructure of both sides together, also adding another satellite site in Assuit& for security we implemented MS ISA 2006, Upgrading the MS Communication Server 2003 to MS Office Communication Server 2005 and to support the increase of clients MS Terminal Server 2003, with me maintaining the 7 Servers & supporting the 60 clients in all sites either onsite or using remote assistance, with NAS for Data Archiving.

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**IT Engineer**–07/2002 – 03/

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I was responsible for maintaining the Company’s Workgroup containing2 Servers (Windows 2000 Server) & 10 Clients (Windows 3.1 / 95 / 98 / Me) in 2 sites (Alex / Burg), I upgraded the network to Active directory then adding Email System running Exchange 2003, also implementing MS Communication Server 2003 for communication, Shared Fax Server, File Server& connecting the Cairo office as clients became 35 all running Windows XP, whilethen the 4 Dell Servers running Windows server 2003, also supervising the immigration from FoxPro to Oracle 8i database system.

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**Computer Support** – 06/2001 – 05/2002

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Assisting with the technical office &handling computer support for the company’s computer network workgroup.

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**IT Engineer**- 12/1997 –02/2001

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Responsible for Computer maintenance, network management for the company’s computer systems Workgroup.Created MS Access databasesto handlethe company’s customers, suppliers,HR,and Sales, employees’ salaries and the company’s billing system connecting Alexandria, Burg El-Arab and Cairo offices / Sites through Dialup connections.Along with CAD drawing & Graphic design& animations for company promotional shows & presentations.