**Mahmoud**

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| **objective** | |
|  | Seeking for a challenging position in a growing organization where my skills and abilities can be developed and Upgrade my experience. |
| **Experience** | |
|  | **Aug 2009 / Present Telecom Egypt Co. Smart Village ,Egypt**  **Senior VoIP Engineer**   * Maintain and troubleshoot Cisco Communication Manager (CUCM) in a Clustered Solution; Cisco Unity Connections, Cisco UCCE, Cisco Voice Gateways, Nortel (CS2000). * Maintain and troubleshoot Fax over IP system (Right Fax). * Implementing VoIP protocols and VoIP technologies (SIP, H323, and MGCP). * Maintain and troubleshoot Asterisk FreePBX and Elastix SIP servers and configure, Nortel IP Phones, SIP softphones to work on with these servers. * Operate Cisco IP phones (skinny protocol) to work on asterisk SIP Server. * Integrating several SIP server brands to work together as CUCM, Asterisk, Elastix, and Huawei SIP servers. * Experience with the ITSM helpdesk ticketing system desired.   **Dec 2005 / Jul 2009 Light Technology (Mitel® Egypt CO.) Cairo, Egypt**  **Senior Technical Support Engineer**   * Configure, maintain, and troubleshoot Mitel® VoIP devices and servers: * MN3300 (IP) * SX 2000 (Digital) * SX 50 (Analog) * Mobile Extension servers * Mitel® IP Phones * Mitel® Digital Phones and Peripheral cabinets * 6100 Contact Centre * Enterprise Manager Servers * Implementing VoIP Projects that uses “Mitel” VoIP devices * Maintaining and troubleshooting all customer’s sites VoIP environment * Implementing integrations between Mitel® and other vendors (Avaya, Cisco CUCM, Analog PBXs, Nortel, fax over IP systems ) * Hardware and/or software migration between analog or digital (SX 2000) to IP (MN3300) without affecting the working service on the site. * Operate and maintain hotel \ motel phone system (guest check in/out, wake up calls, billing system,…) * Perform integration between telephone system and the billing system of the site. * Operate and maintain auto attendant system (IVR) an adjust it to reach the customer needs. |
| **Training & certifications** | |
|  | **Mitel Certificates**   * 3300 ICP rel 7.1 I+M Fast Track Leader-Led * Enterprise Manager rel 3.1 I+M Leader-Led * 3300 ICP rel 7.1 UR2 I+M Update Self-Study * 6100 Contact Centre Suite rel 5 I+M Leader-Led * 3300 ICP Voice over IP Solution Pre-Course Learning Self-Study * 3300 ICP Site Qualification Self-Study * 3300 ICP rel 8.0 I+M Update Self-Study   **CISCO Certificates:** CISCO ID:   * CCNA * CCNP * CCNA Voice * CCVP (in progress)   **Other Courses:**   * Microsoft Windows Server 2003 (2273B) Course * Network+ * Security + * MS Project 2007 * English (Berlitz): 5 levels * Soft Skills (Berlitz):   -Technical and Business Writing - Marketing and Advertising - Business Presentation   * Soft Skills (Dale Carnegie):   - Effective Communication and Human Relation - World Class Customer Service - Making Sales  - High Performance Team &planning process - Problem Solving & Decision Making |
| **EDUCATION** | |
|  | B.Sc. : Electronics and Communication Engineering.  Faculty: Aswan Faculty of Engineering.  University: South Valley.  Graduation Grade: Very Good With Honor.  Graduation Date: May 2005.  **Graduation Project:**  Name: CDMA Wireless Communications, Simulation and Building blocks.  Type: Software (using Matlab).  Project Grade: Excellent |
| **INTERESTS** | |
|  | Travelling, Playing Chess, Reading, Surfing Internet |
| **PERSONAL INFORMATION** | |
|  | Date of Birth: 1 / 1 / 1984.  Military status: Exempted.  Marital Status: Married.  Home Address: Sohag, Egypt |