**Ramy**

Email: ramy-389807@2freemail.com

A Professional, Dedicated, assertive and qualified Telecommunications & Network Technologies have more than 15 years of international expertise in Pre-Sales, Technical Consultant, System Integrator, Systems Implementation, Administration, Project Management, developing standard operation procedures. Consistent record of improving network performance, cutting cost, and securing customer loyalty. Proven ability to perform well under pressure with excellent leadership, management, communication skills, customer service, and problem-solving skills seeking to consolidate the career through challenging opportunities ICT.

* 1. **DUCATION**
* **Bachelor of Computer Science, of HIHTC Academy, Alexandria University Graduated at 5-2003 with total degree Good.**
* **Master in Information Technology – Liverpool University UK -2013 -2016.**
	1. **CHIEVEMENTS**
* Achieved to reduce the operational cost of Jaidah Group communication links by 1.5 Million Qrs / Year.
* Migration of the Etisalat Call Center system to AVAYA AURA, with minimal down time.
* First time installation for AVAYA UCAI on Egypt for Lotus Group CO, received appreciation letter form the company CEO, and AVAYA country manager.
* Apply new IMS policy on Telecom Technology Voice & Data convergence team work, received appreciation letter & promotion from the managing director.
* SAP Hana – CRM Contact centre 7.0.9 integration.

**CAREER SUMMARY**

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| **Trigate Smart Security Solutions | Dubai,UAE.** | **9/2018 – current** |
| **ICT Project Engineer.** |  |
| **Jaidah Group General Motors, HE | Doha, Qatar.** | **9/2015- 9/2018** |
| **Group Network Administrator.** |  |
| **Cluster Technology Solutions W.L.L| Doha, Qatar.** | **3/2013 – 6/2015** |
| **Converged solutions specialist.** |  |
| **IT Consultants W.L.L | Doha, Qatar** | **9/2011 – 3/2013** |
| **Senior network specialist.** |  |
| **Telecom Technologies Co. | Cairo, Egypt.** | **2/2007 - 2/2011** |
| **Convergence TL** |  |
| **Telecom Technologies Co. | Cairo, Egypt.** | **12/2005 - 2/2007** |
| **Voice & Data Convergence FE** |  |
| **LinkdotNet ISP | Cairo, Egypt** | **9/2003 - 10/2005** |
| **ADSL Technical Support** |  |

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**CAREER PROFILE**

**Trigate Smart Security Solutions | Dubai,UAE.** **9/2018 – current**

**ICT Project Engineer.**

**Roles and Responsibilities:**

* Work to deliver the company ICT projects
* Managing and coordinating with ICT,ELV vendors and suppliers
* Source and involve external vendors depending on project needs
* Lead local and remote technical teams
* Ensure project governance
* In conjunction with various internal and external stakeholders, design complex and cross-functional technical architecture solutions to a wide variety of IT infrastructure gaps and problems.
* Take large, complex projects and break them down into manageable pieces, develop functional specifications and draft project schedules and milestones, then work with engineers and project managers to ensure those solutions’ successful and timely delivery.
* Work with stakeholders to identify technical and resource options to successfully deliver the designed architecture, assemble project teams, and assign responsibilities.
* Assess costs and benefits, identify and mitigate risks; manage escalations; anticipate and make tradeoffs; and balance business needs with technical constraints.
* Clearly communicate technical goals, responsibilities, issues and status to team members and stakeholders.
* Capture and share best-practice knowledge across the Subsidiary Infrastructure team and the subsidiary community.
* Provide level3 technical support to the field engineer.

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| **► Jaidah Group General Motors, HE | Doha, Qatar.** | **9/2015- 9/2018** |

**Group Network Administrator**

**Roles and Responsibilities:**

* Plan, design, implement, maintain and troubleshoot Network infrastructure solutions in the company locations. Including WiFi, indoors & Outdoors, WAN, LAN, security and VOIP solutions.
* Configure, maintain and troubleshoot Company LAN, WAN, VPN, MPLS, CCTV, firewall, routers, wireless network and IP Telephone equipment.
* Maintain network security.
* Promote and ensure security/confidentiality of all network transactions.
* Monitor the performance of the network infrastructure using available network management tools and suggest monitoring tools if not existing.
* Document network infrastructure to facilitate rapid trouble resolution.
* Monitor and maintain all Internet Access Links for the Group links.
* Train and transfer knowledge to other staff when needed.
* Develop and asses the current network design to meet the new requirements and integrations.
* Optimize the network performance and work to improve the network operations efficiency.
* Enhance the network and communications quality between branches.
* Provide written and oral project status to team lead in an effective manner
* Maintain all Group Network Policies and make sure that those policies are enforced.
* Effectively document details of work performed
* Communicate all issues (positive and negative) to Management prior to communicating with any other team members, including users/client/partner.
* Take ownership of assigned tasks and responsibilities and follow through to completion.
* Explain technical matters clearly and accurately in a timely matter.
* Managing new network installations, configurations and integrations with third party platforms.

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* Modify the network specific configurations and systems to meet the business requirements.
* Demonstrate positive attitude and ability to participate in a team environment to achieve group/unit goals.
* Continuously provide Management with enhancement plans and internal improvement to the network environment.
* Reform regular network evaluations and work to enhance the performance and configurations.
* Maintain a safe work environment and to follow relevant safety policies.
* Install data cables in keeping with industry standards utilizing the appropriate tool and process. Follow best practice in running these cables and utilize established cable management procedures.
* Follow best practice in running these cables and utilize established cable management procedures.

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| **► Cluster Technology Solutions W.L.L| Doha, Qatar.** | **3/2013 – 6/2015** |
| **Converged solutions specialist.** |  |

**Roles and Responsibilities:**

* Work on analysing customer requirements and provide ICT solution design.
* Provides professional technical design and solution specifications for the company converged projects, tenders, biding including WiFi , Network, Security, VOIP, LAN and WAN solutions.
* Evaluate existing customers network infrastructure, and recommend optimization technique to enhance the network performance, availability, and security.
* Confirm and communicate the final ICT project design with customer.
* Provide and approve the project plan by the operation manager.
* Communicate with vendors, outsourcing, suppliers and negotiate the pricing, terms & conditions, and delivery timeframe.
* Install, configure, and test all data network layers including Core, Edge and Access switches.
* Developing the required tools, applications and interfaces to integrate with existing network running systems including applications, media servers and ISP WAN connections and telecommunication lines.
* Apply failover and redundancy mechanisms between all network layers.
* Follow technology standards and best practices to improve network configurations, performance and maintaining traffic isolation.
* Apply the required network configurations including VLANs, QoS, ToS, and traffic prioritizing.
* Design indoor and outdoor WiFi coverage solutions and integrate wireless controllers with the customer core network infrastructure.
* Secure Guest WiFi network access and programming security mechanisms including session control, context awareness, endpoint tracing and traffic isolation.
* Precisely provide traffic calculations for the required WAN bandwidth, and firewall throughput capacity.
* Optimising WAN connectivity and configure the required techniques including traffic shaping, QoS and user based access control security policies.
* Assess network efficiency, and report security threads, and ensure packet jitter and loss are within the accepted values.
* Install monitoring systems and configure alarm level triggers to monitor all network elements services resources.
* Work to enhance network operations and workflow processes customization to speed up responses on reported faults or alarms. on HW,SW, communication links , operating systems and resources utilisation.
* Drive customer support plans and minimize network troubleshooting timeframe.
* Work on customising network programming to match the required business needs.
* Provide technical write-up to include detailed information on network updated diagram, and list of all installed devices included but not limited to switches, routers, data modules, servers, PCs, printers, access points.

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| **► IT Consultants W.L.L | Doha, Qatar** | **9/2011 – 3/2013** |
| **Senior network specialist.** |  |

**Roles and Responsibilities:**

* Provide full technical analysis about the current network infrastructure design, and work with the customer to assess and evaluate the current systems design. For Network, WiFi, VOIP, and security solutions.
* Evolve the network design requirements during the project lifecycle and provide clear roadmap for integrations and configurations required on the exiting systems.
* Designing, deploying, and administer converged infrastructure, analysing network bottlenecks and misconfigurations and research on the best method to optimise the performance.
* Work in reconfiguring and redesigning the existing systems whenever required to facilitate the network operations and improve network resources usage and resiliency.
* Supporting customer special requests and troubleshoot the network faults and technical incidents.
* Implementing and administering unified communications, network solutions, and all installed servers, SAN storage, VOIP gateways and databases.
* Perform the required network configurations and customisation to meet the required systems and applications prerequisites.
* Documenting the current inventory and provide the user manuals to facilitate maintaining the systems, and clear the system faults.
* Track and record the all the changes and enhancements to network services and systems.
* Install and configure the required monitoring systems and tools.
* Maintaining the network performance and monitor the traffic usage and resources utilisation.
* Working with clients and colleagues to gather all the network requirements and propose a solution according to the customer needs.
* Designing secure and scalable network infrastructure and unified communications solutions.
* Working with different vendors and suppliers to collect competitive solution pricing.
* Designing project solution and network infrastructure and provide technical solution write-up to be approved by department heads.
* Apply enhancements for the existing customer network infrastructure including security, network performance and traffic management.
* Implementing and administering unified communications & Network solutions.
* Identify and address all the technical issues during project lifecycle.
* Provides solutions & professional designs which meets the customer core voice& Data requirements.
* Managing and monitoring all installed systems maintenance contracts “SLAs”
* Acts as company interface for engaged third party services, tenders & Governmental sector.
* Ensure the service delivery for customers & end-to-end connectivity.
* Provides high level integration design for the customers third party equipment’s “IP PABX”, contact centre applications and SIP servers.
* Ensure high quality of service and customer satisfaction during project delivery.

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| **► Telecom Technologies Co. | Cairo, Egypt.** | **2/2007 - 2/2011** |
| **Convergence Team Leader** |  |

**Roles and Responsibilities:**

* Identify the solution requirements and work to develop final systems design.
* Understand the customer requirements and evaluate the system design according to customer expectations and requirements for network infrastructure including VOIP, WiFi, Security solutions.
* Rectifying network architecture specs and configurations to successfully integrate with other systems and network services.
* Specify the weaknesses on network configurations and bottlenecks and work to resolve the performance technical problems.
* Designing & Deploying complex network infrastructure and unified communications systems.
* Optimizing network security and availability and recommend the necessary adds-on , integrations reconfigurations, upgrades and hotfixes.

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* Customising configurations and features programming of the network and unified communications systems to match the customer specific requirements.
* Contribute with department heads to determine the customer needs and provide competitive solutions.
* Managing the client’s projects and work on successful project delivery.
* Provide full documentations about the project infrastructure and deliverables including all the details and tasks executed and modifications applied to enhance the network and the running systems.
* Provide training to the end user including user manuals and maintenance guide to help resolving regular faults and modifying the basic system features.
* Act as company technical interface and coordinate with other vendors and outsourced operations
* Supervise and determine the technical prerequisites for projects.

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| **► Telecom Technologies Co. | Cairo, Egypt.** | **12/2005 - 2/2007** |
| **Convergence FE** |  |

**Roles and Responsibilities:**

* Monitor and supervise the projects progress, and provide the guidelines for business processes, resources, and solution delivery.
* Provide the training & knowledge transfer for my team work and report for their progress.
* Provide the customer administration training and handover project documentation.
* Maintaining and monitor the network performance and report vulnerability assessment.
* Monitor the systems and network to enable fault tolerance and business continuity.
* Maintain business processes running and minimize the customers’ downtime.
* Provide 2nd and 3rd level support on-site or remotely for customer complains any mishandled technical problems and perform advanced troubleshooting on network and other integrated systems.
* Manage and monitor all the running systems and network infrastructure at the customer premises.
* Provide and apply the support policies and maintenance contract for the customers.
* Provide high level programming for systems and applications including call centre applications, call recording , IVR, and IP PABX.
* Maintaining systems availability, backup schedules, and redundancy configurations.
* Integrating different network systems, media servers, media gateways and third party platforms including AVAYA, Cisco, Nortel, NEC.
* Monitoring the deployed systems and network and report the resources utilisation for future expansion and capacity planning.
* Deploying, configuring, maintaining and administer the network infrastructure and unified communications systems.
* Deploying, configuring, test and maintaining operating systems, network application software and system management tools including but not limited to LAN Switches, WAN routers, Firewalls, DNS, DHCP, Domain Controller.
* Configuring, developing, and troubleshoot unified communication and VOIP systems

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| **► LinkdotNet ISP | Cairo, Egypt** | **9/2003 - 10/2005** |
| **ADSL Technical Support** |  |

**Roles and Responsibilities:**

* Receives ADSL incoming calls on 808 directly through AVAYA Call Center.
* Interfaces directly with customers to figure out the confronted problems in order to resolve it

“Example: ADSL , Online Gaming , LinkMax.

* Capability to deals with many OS platforms Example: DOS , MS Windows , Linux ,
* Apple Mac etc.
* Provides an adds on services on the customer’s ADSL line Example: DMZ, Port Forward etc.
* Analysis confronted problems & transfer it to responsible department in case of needed.

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* Initiates Tickets on CRM for every handled case.
* Deals with the Company tools Tracer , Billing& Collection Systems etc.
* Configure the customer’s modems/routers on IPDSLAM , IPOA or PPPOA configurations
* Configure all the supported ADSL Modems/Router Example: Speed Touch, Cisco , Billion , Linksys, Zhone , 3Com etc.
* Professionally Deals with the 3rd party tools Example: MRTG, What’s Up , Alcatel Network Analyzer in order to solve ADSL problems.
* Notifies Supervisor & reports to him escalated issues to minimize customer downtime.
* Handling the customer feedback and escalations.
* Acting as a team leader.

**PROFESSIONAL CERTIFICATION**

**CISCO**

* + **Cisco Certified Network Professional**
	+ **Cisco Certified Network Associate**
* **AVAYA**
	+ **ACIS - Avaya Aura® Communication Manager and CM Messaging – Embedded (R6.x)**
	+ **ACSS - Avaya Ethernet Routing Switch**
	+ **ACSS - Avaya Aura® Communication Manager and CM Messaging - Embedded**
	+ **ACA “AVAYA Certified Associate” Implement IP Telephony.**
	+ **ACA “AVAYA Certified Associate” Design IP Telephony.**
	+ **ACA “AVAYA Certified Associate” Implement Call Center.**
	+ **ACS “AVAYA Certified Specialist“ IP Telephony Implementation.**
	+ **APSS “AVAYA Professional Sales Specialist” Unified Communication.**
	+ **APSS “AVAYA Professional Sales Specialist” IP Office.**
	+ **APSS “AVAYA Professional Sales Specialist” Contact Center.**
	+ **APDS “AVAYA Professional Design Specialist” Unified Communication.**
	+ **APDS “AVAYA Professional Design Specialist” Contact Center.**
	+ **CTP “Convergence Technologies Professional”**
* **MCSE “Microsoft Certified System Engineer”**

**Project Management Program**

* **PMP “Project Management Professional”**
* **PRINCE2 Foundation**

**PROFESSIONAL COMPETENCE**

* IP Telephony Server: Avaya Platform - S8300 , S85xx , S87xx ,S88xx “CM 3.xx to AURA 6.0”, SM R6,IPOffice R8.xx to R9
* IP Telephony Gateways : G250 , G350 , G450 , G650 , G700
* IP Telephony Contact Center : AVAYA Contact Center Express, Verient /Witness , WFO ,BCMS, CMS, Proactive Dialer
* Unified Communications : One- X Mobile, One- X Portal, IPS, Video Conferencing, Polycom, Tandberg, CRM, MOC/OCS ,Radvision Scopia

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|  | ERS | : Cisco , Juniper, AVAYA, |
|  | Security | : Barracuda, Fortinet, SOPHOS, Juniper, TMG |
|  | Servers | : AD, DC, DNS, DHCP |
|  | Cloud Computing technologies : Azure , AWS |
|  | Voip Technology | : SIP, H323, MegaCo, H225, Audio Codecs G.711, G.729 |
|  | Routing Protocols | : Static routing, RIP, EIGRP, OSPF, BGP, PBR, QoS, MPLS |
|  | Switching | :VLAN’S, VTP, STP, PVST, MSRP, HSRP, VRRP, GLBB , MLT , SMLT. |
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* Network Monitoring Tools: MRTG, Alcatel Network Analyzer , SolarWinds, PRTG

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|  |  | Troubleshooting |  | : LAN, WAN, MAN, NAT, PAT, Packet Loss,IP Telephony, Routing & Switching. |
|  |  | WAN Technology |  | : MPLS, Frame relay, ISDN , VPN |
|  |  | WLAN Technology | : WiFi VENA & Overlay Design, Implementation & troubleshoot . |
|  |  | Operating Systems | : Cisco IOS, Windows , Linux, Sun Solaris. |
|  |  | .Programming |  | : Java, XML, SQL, Scripting |
|  |  | ERP |  |  | : SAP , Incadea |
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|  |  |  |  |  | **PERSONAL DETAILS** |
|  |  | DOB |  : 25th September 1981 |
|  |  | Nationality | : Egyptian |

* Language Known : English, Arabic.

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