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# Abdallah Taha Hosni

Egypt

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## OBJECTIVE

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I am looking for a challenging job with a rapidly growing organization that can provide me with a range of goals and job objectives within a contemporary and economical business setting.

## EXPERIENCE

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| 11/2022 - 2/2023  | <ul style="list-style-type: none"><li>• <b>IT project Manager</b><br/>Codelytical</li></ul>   |
| 1/2022 - 3/2022   | <ul style="list-style-type: none"><li>• <b>Senior IT Specialist</b><br/>Fayoum Gas Company</li></ul>  |
| 05/2022 -         | <ul style="list-style-type: none"><li>• <b>SENIOR IT SPECIALIST</b><br/>Topaz Plastic Company<ul style="list-style-type: none"><li>• Installation and configuration of Sophos Firewall.</li><li>• Create Domain Server and DHCP Server (Create group policies).</li><li>• Create File Share (Permission For every User and Create User and Organization Units and Groups).</li><li>• Supported end-user problems and troubleshoot them.</li><li>• Handling of the Basic Network configuration, Cabling, and Installation of the IT infrastructure.</li><li>• Worked with network issues for Lan, Wan, and Access points.</li><li>• Maintenance (PC, Scanner, Printers).</li><li>• Configuration and Maintenance Cameras (CCTV-IP).</li><li>• Connecting Fingerprint Devices.</li><li>• Installing Mail Outlook (POP3-IMAP).</li></ul></li></ul>   |
| 11/2017 - 10/2021 | <ul style="list-style-type: none"><li>• <b>IT Specialist</b><br/>Fetchr<ul style="list-style-type: none"><li>• Provided hardware/software support for 500+ users, 300+ computers, and workstations</li><li>• Install and configure Windows server, manage and create users in Active Directory, DHCP, domain controller, DNS, WDS, Group Policy, File server</li><li>• Monitoring and maintaining computer systems and networks</li><li>• Troubleshooting OS problems and solving applications issues</li><li>• Provide support for LAN, remote (VPN, RDP) access, and resolve basic Email connectivity issues Deploy and troubleshooting network printers via group policy • Install, configure and manage Wireless access points (Linksys, Cisco)</li><li>• Tracking and maintaining IT assets on Service Desk.</li><li>• Experienced In working with Sophos and Pfsense Firewall (Web &amp; application filter, Monitoring network traffic &amp; IPsec VPN connection)</li><li>• Install and configure related call center devices "Grand Stream" and make reports for calls, Configure the Softphones.</li><li>• Support for Mac Os operating system.</li></ul></li></ul> <p>Contact: Mr. Khaled Sadek - +20 100 021 0506</p> |
| 08/2017 - 11/2017 | <ul style="list-style-type: none"><li>• <b>Help Deak</b><br/>Fetchr<ul style="list-style-type: none"><li>• Installed 120+ new PC workstations and laptops with Windows 10 and MS Office 365.</li><li>• Troubleshooting to resolve IT-related and application issues for 500+ users</li></ul></li></ul>  |
| 06/2017 - 08/2017 | <ul style="list-style-type: none"><li>• <b>CUSTOMER SERVICES AGENT</b><br/>Fetchr<ul style="list-style-type: none"><li>Handle 90+ calls daily, with duties including signing up new customers, retrieving customer data, presenting relevant product information, and canceling services</li></ul></li></ul>  |

## EDUCATION

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| 2013 To 2017 | <ul style="list-style-type: none"><li>• <b>ZAGAZIG UNIVERSITY</b><br/>FACULTY OF TECHNOLOGY AND DEVELOPMENT<br/>Good</li></ul> |
| 2024         | <ul style="list-style-type: none"><li>• <b>Route Academy</b><br/>Frontend Development diploma</li></ul>                        |

## SKILLS

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- IT Troubleshooting & Problem Solving
- Onsite & Remote Technical Support • People Skills & Friendly, Helpful Attitude
- Up-to-Date Knowledge of Computer Operating Systems Computer Hardware Systems & Components
- LAN & WAN Connectivity & Maintenance
- • Html • CSS • JavaScript • Angular