

# Ahmed Mahmoud El-Shehawy

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Technical Consultant | IT Manager | Technical Project Manager | Systems Specialist | ERP Systems Manager | Technical Operations Manager | IT Support Manager | Network and Information Security Engineer

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## Professional Summary

Dynamic and results-driven IT Leader with over 14 years of proven experience across Egypt and Saudi Arabia in IT infrastructure management, ERP systems (Odoo), network and cybersecurity, low current systems, and technical project delivery.

Adept at leading cross-functional teams, implementing cost-effective technology solutions, and enhancing operational efficiency across multi-branch organizations.

Specialized in ERP customization, network security frameworks, and infrastructure transformation, with a strong foundation in both hands-on engineering and executive IT strategy.

Committed to delivering high-impact results through innovation, precision, and professional integrity grounded in Islamic values.

Experienced in managing multi-site infrastructure projects, including biometric attendance systems and centralized reporting platforms.

Known for achieving operational cost savings and performance improvements through network optimization and system automation.

Active in community development through creating and delivering specialized IT training content on social media.

Skilled in managing vendor relations, coordinating technical tenders, and aligning IT strategy with business goals in diverse cultural environments.

## Professional Experience

### Senior IT Manager

Excellent Franchise Management – Egypt (2024–Present)

- Designed and managed full IT infrastructure including servers, LAN/WAN, backups, and virtualization.
- Led Odoo ERP implementation, customizing HR, Accounting, and Inventory modules.
- Developed and enforced information security policies using pfSense and Fortigate firewalls.
- Monitored system performance, analyzed incidents, and improved operational reliability.
- Managed vendors and service contracts, ensuring SLAs and budget compliance.
- Provided advanced technical support and user training for enterprise systems.
- Built performance KPIs to monitor and optimize departmental productivity.

### Technical Project Manager

Taif Al-Almas Trading Company – Riyadh, Saudi Arabia (2023–2024)

- Directed execution of low current systems projects: CCTV, Fire Alarm, Access Control, and PA Systems.
- Created project timelines and ensured adherence to scope, cost, and quality.
- Prepared technical offers and tenders, negotiated with suppliers.
- Oversaw installation, testing, commissioning, and client handover.
- Coordinated field teams, subcontractors, and engineering supervision.
- Documented all project phases with technical drawings and completion reports.

### Senior IT Engineer

NAT Egypt (NRPMC) – Alexandria (2021–2023)

- Deployed and maintained infrastructure for smart cities and large-scale projects.
- Delivered technical support for project sites and ensured uptime.
- Configured secure networks using VLANs, VPN, and IPS/IDS.
- Installed and maintained servers (Windows Server, Linux), AD, DNS, and DHCP.
- Managed attendance systems (ZKTeco), generated automated reports.
- Identified root causes for recurring issues and proposed system enhancements.

### Branch Manager & Technical Supervisor

Taif Al-Almas Est. – Jeddah, Saudi Arabia (2016–2020)

- Managed full branch operations covering technical, sales, and customer support.
- Oversaw deployment of safety and surveillance systems per Civil Defense regulations.
- Improved internal workflows, increasing technical team productivity.
- Led technical proposal development and client engagement for government projects.
- Handled inventory control and ensured project materials availability.
- Assessed staff performance and provided hands-on training.

### IT Technician

Samara Security – Jeddah, Saudi Arabia (2011–2013)

- Installed, configured, and maintained CCTV, fire alarm, and access control systems.
- Delivered on-site maintenance and user training.
- Diagnosed technical faults and delivered efficient solutions.
- Assisted in drafting layout plans and cable routes for security systems.

## **Owner & IT Support Specialist**

Smart IT Shop – Beheira, Egypt (2011–2013)

- Delivered PC and laptop repair services, OS and hardware troubleshooting.
- Sold computer hardware, accessories, and networking tools.
- Provided consultation for SMEs in IT systems and network deployment.
- Installed and supported POS systems, accounting software, and home networks.

## **EDUCATION & Professional Certifications:**

- Bachelor Degree From Tanta university 2008
- Project Management: Technical Projects, PMI Registered Education Provider
- Google IT Support Professional Certificate, Google (Coursera) Includes:
  - Technical Support Fundamentals
  - The Bits and Bytes of Computer Networking
  - Operating Systems and You: Becoming a Power User
  - System Administration and IT Infrastructure Services
  - IT Security: Defense Against the Digital Dark Arts
- Programming for Everybody (Getting Started with Python), University of Michigan (Coursera)
- System Administration and IT Infrastructure Services, Google (Coursera)
- Technical Support Fundamentals, Google (Coursera)
- The Bits and Bytes of Computer Networking, Google (Coursera)
- Introduction to AI and Machine Learning on Google Cloud, Google Cloud (Coursera)
- Introduction to Generative AI, Google Cloud (Coursera)
- Introduction to Large Language Models, Google Cloud (Coursera)
- IT Security: Defense Against the Digital Dark Arts, Google (Coursera)
- Operating Systems and You: Becoming a Power User, Google (Coursera)
- Windows 10 for IT Support: Troubleshooting Basics, LinkedIn Learning

## **Core Skills:**

- **IT Infrastructure Management:** Planning, deploying, and maintaining robust IT environments, including servers, networks, and backup systems.
- **ERP Systems Implementation:** Specializing in Odoo ERP (HR, Accounting, Inventory), with customization, deployment, and user training experience.
- **Technical Project Management:** Leading low current and IT projects from design to delivery, with strong skills in scheduling, budgeting, and quality assurance.
- **Cybersecurity & Network Security:** Implementing security policies, firewalls (pfSense, Fortigate, Sophos), VPNs, VLANs, and intrusion detection systems.
- **Technical Operations & Support:** Providing advanced helpdesk support, remote troubleshooting, user onboarding, and IT documentation.
- **Low Current & Security Systems:** Design, installation, and maintenance of CCTV, fire alarms, access control, public address systems, and GPS tracking.
- **System Administration:** Active Directory, Group Policies, Windows Server, Linux environments, and endpoint deployment strategies.
- **Programming & Automation:** Using Python, HTML/CSS/JavaScript for scripting, automation, and integration tasks.
- **Vendor & Asset Management:** Managing contracts, evaluating suppliers, controlling inventory, and ensuring cost-effective procurement.
- **Technical Communication:** Skilled in writing technical documentation, project reports, training materials, and RFP responses.

## Technical Skills

- Operating Systems: Windows, Linux, Android, Windows Server
- ERP Systems: Odoo (HR, Accounting, Inventory), POS, basic ERP customization
- Networking: TCP/IP, VLANs, VPNs, DNS, DHCP, Firewalls (PFSense, FortiGate, Sophos, Untangle, OPN Sense...etc.), Routers, Switches
- Security Systems: CCTV, GPS Tracking, Fire Alarm Systems, Access Control, Public Address Systems
- Programming & Scripting: Python, HTML, CSS, JavaScript (Basic Automation & System Integration)
- Tools & Platforms: Microsoft 365, Google Workspace, Remote Access (AnyDesk, Radmin VPN), ZKTeco Attendance Systems
- Virtualization & Backup: VirtualBox, Veeam Backup, cloud and local backup strategies
- Documentation & Technical Writing: Technical Proposals, System Architecture, Project Reports
- System Administration: Active Directory, Group Policy Management, System Imaging & Deployment
- IT Support: Advanced Troubleshooting, Helpdesk Management, User Training & Policy Implementation

## Languages

- **Arabic:** Native
- **English:** Very Good

## References and Certificates

- Available upon request