

Contact

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Top Skills

Communication
Problem Solving
Network Engineering

Certifications

Introduction to Cybersecurity
Introduction to Cisco Sales
Cybersecurity for IT Professionals
Networking Foundations: Network Media (WANs)
AWS Educate Getting Started with Networking

Rami Lasheen

Senior Network Security Engineer
Cairo, Egypt

Summary

IT Network Security (SLA, IT Infrastructure, System Admin, Desktop Support, Asset Management, IT Technician , System & Network Support) with 4years of Experience in Industries (ISP & Construction & Real State)..

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Experience

Hassan Allam Technologies (HAT)

3 years 9 months

Senior Network Security Engineer

June 2021 - Present (2 years 4 months)

Egypt

Information Technology Engineer

January 2020 - June 2021 (1 year 6 months)

Dorra Group

Senior Information Technology Support Engineer

March 2018 - December 2019 (1 year 10 months)

Giza Governorate, Egypt

Provide fast and useful technical assistance on computer systems with good technical knowledge,

Installing and configuring computer hardware, software, systems, and networks.

Ensure that the Service Desk is an excellent deliverer of Customer Service
Responsible for Network device configuration (Switches & Access point & Router)

Responsible for Print Server and Access Server

Follow up With ISP to resolve connection problem

Assist with new installations Network, Systems and Applications and software deployment

TE data

IT Service Desk Engineer

August 2015 - February 2018 (2 years 7 months)

Smart village

providing responds to end users queries by providing information to fulfill requests or enable resolution, runs diagnostic programs, isolates problem, determines and implements solution. Promptly allocates and escalates unresolved issues as appropriate.

Assists with the development standards, and applies these to track, monitor, report, resolve or escalate issues and contributes to creation of support documentation.

Primary responsibilities

Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.

Respond to queries either in person or over the phone.

Direct unresolved issues to the next level of support personnel, the network engineers.

Write training manuals

Train computer users.

Maintain daily performance of computer systems.

Respond to email messages for colleagues seeking help.

Ask questions to determine nature of problem.

Walk colleagues through problem-solving process.

Install, modify, and repair computer hardware and software.

Clean up computers.

Run diagnostic programs to resolve problems.

Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.

Install computer peripherals for users.

Follow up with colleagues to ensure issue has been resolved.

Gain feedback from colleagues about computer usage.

Run reports to determine malfunctions that continue to occur.

Other tasks as defined by my line manager.

TE Data

4 years 6 months

Online support Specialist

May 2012 - May 2015 (3 years 1 month)

Egypt

Handle inquiry (Sales & Technical) through Social Media .

Technical Support Specialist

December 2010 - July 2012 (1 year 8 months)

Egypt

Responsible of creating technical tickets for customer's problems and handling orders.

Rapidly responding to the customer and assisting the customer with installation and basic questions.

Escalating issues to second level support, following customer problems and achieving customer satisfaction.

Education

New Cairo Academy

B.Sc, Information System; Information system · (2004 - 2007)