Bassem Yossry Al-Abyad

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Summary

Highly motivated and results-oriented IT professional with 6+ years of experience in system administration, network security, and advanced technical support. Proven ability to lead complex projects, implement automation, and enhance security, resulting in significant efficiency and cost savings. Currently leveraging deep infrastructure knowledge while expanding skills in Full-Stack Web Development. Possesses strong analytical and problem-solving skills, coupled with excellent communication and interpersonal abilities. Adept at working independently and as part of a team to deliver timely and effective IT solutions.

Note: I'm a holder of a certificate that permanently exempts me from serving in the military.

Work Experience

Senior IT Engineer – Intercom Enterprises (August 2025 – Present)

- **Tier 2/3 Escalation & Automation:** Served as the primary escalation point for complex hardware, software, and network incidents. Developed PowerShell scripts to automate routine tasks, reducing manual effort.
- **Infrastructure & Service Management:** Managed critical core services, including Active Directory (GPOs) and Microsoft 365/Exchange Online. Conducted Root Cause Analysis (RCA) for recurring problems.
- **Leadership & Mentorship:** Provided technical mentorship and coaching to Tier 1 staff and managed daily workflow using ITSM tools, ensuring compliance with strict Service Level Agreements (SLAs).

IT Specialist / Consultant – Hi Connect for Electronic Services (September 2019 – August 2025)

- **Server Migration & Automation:** Led successful system migrations and implemented automated backup solutions, achieving a quantifiable **50%+ increase in operational efficiency**.
- **Network & Security Overhaul:** Designed and implemented new network infrastructure. Enhanced security by nearly **50%** via new firewall solutions (**Sophos XG, MikroTik**) and refined Group Policy Objects (GPO).
- **Cost Reduction & Cloud:** Troubleshot complex infrastructure issues and implemented **cloud solutions**, resulting in a time and cost reduction of approximately **30%**.
- **Client Projects:** Successfully delivered full-cycle **IT solutions, projects, and reporting services** as a consultant for high-profile clients including the **Ministry of Military Production, General Authority for Health Insurance, and Bosch**.
- **Team Mentorship:** Provided technical training, mentorship, and support to newer IT team members.

Skills & Technical Proficiencies

Certifications & Core Infrastructure (6+ Years On-Prem Experience):

- **Certifications:** CCNA, MCSA, MCSE, A+, N+.
- **Core Expertise:** Virtualization, Firewall, VPN, Mitel systems, Windows Server, Active Directory, Group Policy, Server Management, TCP/IP, PowerShell, and CMD.
- **Key Proficiencies:** Troubleshooting, Remote Support, Customer Service, and Cloud Solutions.

Web Development & Tools:

- Frontend Web Design (**HTML5, CSS3, Bootstrap 5, Tailwind, JavaScript**).
- Microsoft Office Suite (Word, Excel, PowerPoint).

Language Proficiency:

- Proficiency in both **Arabic and English** (ATEFL score 580) (some Spanish and French).

Education

Route Academy – Full Stack Web Design Course (Frontend React JS + Backend Node JS) – 1/2/2025 till now (1 yr).

Canadian International College, New Cairo – Mass Communication – GPA Very Good (B) - Graduate 2017.

Professional Development: Achieved CCNA, MCSA, MCSE, A+, and N+ certifications through dedicated training and self-study.