Bassem Yossry Al-Abyad

674 Gardinia City, Nasr City, Cairo, Egypt, 11519

+201001450022 | b.yossry@gmail.com

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 / Consultant – Intercom Enterprises (Mashreq Bank UAE, MGN Egypt, Hybrid) | August 2025 – Present

- **Hybrid Infrastructure & Banking Systems:** Optimized cross-border IT infrastructure between UAE and Egypt, ensuring secure connectivity and compliance with banking regulations.

- **Cloud & Security Management:** Administered **Microsoft Azure, Microsoft 365, and Intune** for endpoint security; enforced advanced firewall policies and encryption protocols to protect sensitive financial data.

- **Automation & Efficiency:** Designed and deployed PowerShell automation workflows, reducing operational overhead by 30% and improving process accuracy.

- **Project Delivery & Collaboration:** Partnered with UAE and Egypt teams to deliver mission-critical banking solutions, achieving 99.9% uptime and exceeding SLA targets.

- **Tier 2/3 Escalation & Service Management:** Acted as primary escalation point for complex incidents; managed **Microsoft 365/Exchange Online, Azure administration, and Intune** device management; conducted RCA for recurring issues.

- **Leadership & Mentorship:** Guided Tier 1 engineers through technical challenges and workflow optimization using ITSM tools, developing and maintaining comprehensive Standard Operating Procedures (SOPs) and technical documentation ensuring strict SLA compliance.

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.

Certifications & Core Infrastructure (6+ years hands on experience):

- **Certifications:** CCNA, MCSA, MCSE, A+, N+, **AZ-900, AZ-104**.

- **Core Expertise:** Virtualization, Firewall, VPN, Windows Server, Active Directory, Group Policy, **Microsoft Azure, Microsoft Entra ID, Microsoft Intune, Microsoft 365 Services**, Server Management, TCP/IP, PowerShell, and CMD.

- **Key Proficiencies:** Troubleshooting, **Leadership, Training and Mentorship**, Remote Support, Customer Service, and Cloud Solutions.

Web Development & Tools:

- **Frontend Web Design** (HTML5, CSS3, Bootstrap 5, Tailwind, JavaScript, **ReactJS, NextJS**).

- **Backend Web Development** (Nodejs) - In progress.

- 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+, N+, **AZ-900, and AZ-104** certifications through dedicated training and self-study.