





PERSONAL INFO


 **Address**
Haram St. ,Giza, Egypt


 **Date of Birth**
24/03/1996

Marital Status
Married

Military Status
Postponed

CONTACT ME

 **Phone**
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 **Email**
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PRO SKILLS

MCSA

CCNA

 FORTINET

 kaspersky

 Office

 Windows

 Photoshop

 Illustrator

 HTML 5

 CSS 3

FOLLOW ME

 /fady.wagdy.1213

 /in/fadyWagdy

FADY WAGDY

IT Specialist



EDUCATION

October 6 University
2014 - 2018

Faculty of Computer Science and
Information Technology



OBJECTIVE

Seeking IT challenging position in large organisations which allow me to fully utilize my technical skills and background to add value and contribute in business growth and meet its business goals.



EXPERIENCE

Oct 2022 - Present System X. **IT SPECIALIST
(FREELANCER - OUTSOURCE)**

Work i did during this period:

- Coordinating with service providers for the incidents from ISP side.
- Responding in a timely manner to solve issues and requests.
- IT Offering / Procurement.
- Daily IT Reporting.
- Configuring, managing, and troubleshooting Firewall Sophos.
- Configuring, managing, and troubleshooting VMware Esxi & VMware Vcenter.
- Managing & Controlling Active-Directry
(end-user accounts, computer accounts, group policy, permissions, and access rights)
- Managing & Controlling DNS,DHCP, WSUS, WDS, IIS.
- Knowledgeable about handling database using sql server.
- Knowledgeable about handling Servers dynamics ax 2012 , 365.
- Installing and configuration Linux (Ubuntu).
- Installing, Configuring and troubleshooting BitDfender.
- Configuring, managing, and troubleshooting File Server.
- Data Backup by Symantec Backup Exec& Recovery Solutions.
- Design & Implement Network Infrastructure diagram.
- Introduce, design, plan & deploy new IT Projects.
- Troubleshooting, configuring and testing Network.
- Installing, Configuring and testing Analog PBX Phone System and Infrastructure upgrade.
- Installing and configuring computer hardware, Operating systems, Software, Printers, Scanners
- Install, Monitoring and Maintaining Operating systems
(Windows 7&10 - Windows Server 2012 R2-2016-2019).
- Restructure, upgrade & develop IT Systems.
- Configuring, Troubleshooting and administrating all Infrastructure devices
(Routers, Switchs, Access Point, Access Control and UPS)
- Install & Configure Outlook profile Business Email on Laptops & phones.
- install, configuring and Troubleshooting Surveillance systems with remote access (CCTV).

Oct 2021 - Oct 2022 BPPharma Co. **IT SPECIALIST**

Work i did during this period:

- Coordinating with service providers for the incidents from ISP side.
- Responding in a timely manner to solve issues and requests.
- IT Offering / Procurement.
- Daily IT Reporting.
- Configuring, managing, and troubleshooting Firewall Sophos.
- Configuring, managing, and troubleshooting VMware Esxi & VMware Vcenter.
- Managing & Controlling Domain Controller
(end-user accounts, computer accounts, group policy, permissions, and access rights)
- Managing & Controlling DNS and DHCP.
- Installing, Configuring and troubleshooting Kaspersky Endpoint 10.
- Configuring, managing, and troubleshooting File Server.
- Data Backup by Symantec Backup Exec& Recovery Solutions.
- Design & Implement Network Infrastructure diagram.
- Introduce, design, plan & deploy new IT Projects.
- Troubleshooting, configuring and testing Network.
- Installing, Configuring and testing Analog PBX Phone System and Infrastructure upgrade.
- Installing and configuring computer hardware, Operating systems, Software, Printers, Scanners
- Install, Monitoring and Maintaining Operating systems
(Windows 7&10 - Windows Server 2012 R2-2016-2019).
- Restructure, upgrade & develop IT Systems.
- Configuring, Troubleshooting and administrating all Infrastructure devices
(Routers, Switchs, Access Point, Access Control and UPS)
- Install & Configure Outlook profile Business Email on Laptops & phones.
- install, configuring and Troubleshooting Surveillance systems with remote access (CCTV).

SOFT SKILLS

- RESEARCH
- LEARNING
- PROBLEM-SOLVING
- FLEXIBILITY
- COMMUNICATION
- ORGANIZATION
- ADMINISTRATIVE
- RESPONSIBILITY
- TIME MANAGEMENT
- TEAMWORK

Feb 2020 - Oct 2021 Mamiba Co. IT SPECIALIST

- Work i did during this period:
- Coordinating with service providers for the incidents from ISP side.
 - Responding in a timely manner to solve issues and requests.
 - IT Offering / Procurement.
 - Daily IT Reporting.
 - Configuring, managing, and troubleshooting Firewall Fortigate.
 - VPN from to sites by Fortigate & Load Balancer.
 - Installing, Configuring and troubleshooting Kaspersky Endpoint 10 & 11.
 - Configuring, managing, and troubleshooting VMware Esxi & VMware Vcenter.
 - Configuring, managing, and troubleshooting Hyper-V.
 - Managing & Controlling Domain Controller (end-user accounts, computer accounts, group policy, permissions, and access rights)
 - Managing & Controlling DNS and DHCP.
 - Configuring, managing, and troubleshooting File Server and QNAP.
 - Data Backup by VEEAM & Recovery Solutions.
 - Design & Implement Network Infrastructure diagram.
 - Introduce, design, plan & deploy new IT Projects.
 - Troubleshooting, configuring and testing Network.
 - Installing, Configuring and testing Analog PBX Phone System and Infrastructure upgrade.
 - Installing and configuring computer hardware, Operating systems, Software, Printers, Scanners
 - Install, Monitoring and Maintaining Operating systems (Windows 7&10 - Windows Server 2012 R2-2016-2019).
 - Restructure, upgrade & develop Mamiba's IT Systems.
 - Remote Support (Jordan, Kenya & Morocco branches).
 - Configuring, Troubleshooting and administrating all Infrastructure devices (Routers, Switchs, Access Point, Access Control and UPS)
 - Install & Configure Outlook profile Business Email on Laptops & phones.
 - install, configuring and Troubleshooting Surveillance systems with remote access (CCTV).
 - Manage, Control and maintain the ERP system (El-Motakaml and Odoo):
 - Maintain the Backup & disaster recovery procedure.
 - Provide training for new users on the ERP Modules.
 - Follow up with ERP vendor regarding customization requests & programming related issues.

Feb 2018 - Feb 2020 Mamiba Co. IT HELP DESK

- Work I did during this period:
- Design & Implement Network Infrastructure diagram.
 - Troubleshooting, configuring and testing Network.
 - Installing and configuring computer hardware, Operating systems, Software, Printers, Scanners
 - Monitoring and maintaining Operating systems (Windows 7 & 10).
 - Responding in a timely manner to solve issues and requests.
 - Daily IT Reporting.
 - Install & Configure Outlook profile Business Email on Laptops & phones.
 - Restructure, upgrade & develop Mamiba's IT Systems.
 - Remote Support (Jordan, Kenya & Morocco branches).
 - Introduce, design, plan & deploy new IT Projects.
 - Implement & Install Client Operating System.
 - install Network Printers & Access Point.
 - Installing and configuring Access Control (Fingerprint devices).
 - IT Offering / Procurement.
 - install, configuring and Troubleshooting Surveillance systems with remote access (CCTV).
 - Data & telephone networks Infrastructure upgrade.

Jun 2016 - Sep 2016 Mamiba Co. IT INTERN

During this summer IT intern position i got training from the IT manager and worked with the followings:

- Design & Implement Network Infrastructure diagram.
- Troubleshooting, configuring and testing Network
- Implement & Install Client Operating System.
- install Network Printers & Access Point.
- Install & Configure Outlook profile Business Email on Laptops & phones.
- Installing and configuring Access Control (Fingerprint devices).
- Bar code Solutions.
- Daily IT Reporting.
- IT Offering / Procurement.
- install, configuring and Troubleshooting Surveillance systems (CCTV).



REFERENCES

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Yasser Mohktar
IT Manager
Phone: 0100 550 1320
Email: YasserMohktar@gmail.com