

## Ahmed Moussa

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Fully Work Authorized • No Visa Sponsorship Required

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### **PROFESSIONAL SUMMARY**

Information Technology professional enrolled in a Application Development program at North Seattle College, with a Master's degree and over 7 years of experience working in museum curation and research, currently seeking a role in IT

### **KEY SKILLS**

- **Network Protocols:** DNS and DHCP, TCP/IP
- **Administration Tools:** Active Directory, and Open LDAP
- Operating systems (Windows 7,8,10, Mac OS, Unix and Linux)
- Microsoft Office (PowerPoint, Word, Outlook)
- Good knowledge about front-end coding (HTML5, CSS5)
- Fluent in English, Arabic (native) and proficient in German

### **PROFESSIONAL DEVELOPMENT**

#### **Google IT Support Certificate, Coursera, Online**

**October 2018 – February 2019**

*Five course curriculum developed by Google, incorporating labs, widgets, and code blocks; topics include troubleshooting and customer service, networking, operating systems, system administration and security*

- Navigate Windows & Linux file systems using graphical user interface, command line interpreter
- Set up users, groups and permissions for account access
- Manage users using directory services including Active Directory and Open LDAP
- Install, configure and remove software on Windows and Linux systems; configure disk partitions and file systems; work with system logs and remote connection tools
- Backup data and recover IT infrastructure in case of disaster
- Evaluate potential security risks and provide recommendations on how to best secure network

#### **Unix Workbench, Coursera, Online**

**December 2018 – January 2019**

*One course curriculum developed by Johns Hopkins University Information Security Institute; topics include how to use the Unix system and command line in the 1<sup>st</sup> part while the 2<sup>nd</sup> part is intended to introduce the programming using the bash script.*

#### **Programming for everyone (Getting Started with Python), Coursera, Online**

**February 2019 – March 2019**

*One Course curriculum developed by University of Michigan; topics include the basic information about programming and how to construct a program from a series of simple instructions in python, use the variables to store, retrieve and calculate information and utilize core programming tools such as functions and loops*

### **EDUCATION**

#### **Bachelor's Degree, Application Development**

**Expected 2021**

##### **North Seattle College, Seattle, WA**

- Completed courses: Front-end programming (HTML5, CSS5); Network Administration IT 120 (Network Pro CompTIA N10-006), EET 131 (IT essential CompTIA 220-901), IT 142 (CISCO 1), IT 143 (CISCO 2), IT 135 (Unix 1), IT 138 (Advanced Unix System), IT 150 (IT security+ CompTIA)

#### **Master of Arts, Egyptology**

**2008**

##### **Helwan University, Cairo, Egypt**

*One of Egypt's public universities established in July 1975, consisting of 21 faculties*

#### **Bachelor of Arts, Egyptology**

**2001**

##### **Cairo University, Gizah, Egypt**

*Cairo University is Egypt's premier public university established in December 1908*

### **ADDITIONAL WORK EXPERIENCE**

#### **Courier Delivery**

**Nov 2017 – Present**

##### **FedEx Express, Seattle, WA**

- Providing courteous and efficient delivery and pick-up of packages
- Checks shipments for conformance to FedEx features of service
- Provides related customer service functions

## **PROFESSIONAL EXPERIENCE**

### **Curator**

**May 2011 – Oct 2013**

#### **National Museum of Egyptian Civilization (NMEC), Old Cairo, Egypt**

- Registered historical objects from archaeological sites into the system (~100-150 pieces per day), classified them, made the biometric and defined the objects
- Studied new object entries, performed research on the excavations they were discovered in and classified objects according to date, type and material
- Prepared and managed the database of objects containing thousands of entries
- Collaborated with colleagues to run workshops on recognizing fake objects, held quarterly for the museum staff and open to museum professionals across Egypt in museum exhibitions
- Participated in international courses in Museology to stay up-to-date on the latest techniques

### **Tour Leader**

**May 2009 – May 2010**

#### **American Star Travel, Cairo, Egypt**

- Created travel itineraries for the guests including flights, hotels, activities, and tour packages, serving 100+ customers per week during the high season
- Handled follow-up with transportation and hotels to get itinerary confirmation until the customer returned to airport
- Documented ~25 files and job orders per week in electronic and hard copy form
- Provided training for up to 5 trainees; closely followed up on training progression
- Reported daily to general manager on the project status using written and verbal updates

### **Researcher**

**Feb 2002 – Feb 2007**

#### **Faculty of Arts, Helwan University, Helwan, Egypt**

- Lectured classes in History, Art and Architecture History, lecturing 10 hours per week with 25 students per class from diverse backgrounds and diverse regions; designed the class syllabus to produce well-rounded curriculum
- Challenged and motivated students through an in-depth lecture and discussion series
- Inspired students to translate their academic interests into real world by creating thought-inspiring lecture topics
- Emphasized importance of academic honesty with students and instructed on proper citation of research sources
- Counseled undergraduates in regards to educational and professional goals individually during office hours
- Participated in numerous scientific conferences

## **ADDITIONAL WORK EXPERIENCE**

### **Courier Delivery**

**Mar 2016 – Sep 2017**

#### **Amazon Flex, Seattle, WA**

- Deliver 150 Amazon Prime Now products per week to customers, in an accurate and timely manner
- Provide exceptional customer service to customers by delivering on-time and in a professional manner and handling issues with packages by contacting the support department
- Strategically route to deliver products and packages on time and stay on schedule

### **Medicine Distributor**

**Jan 2016 – Mar 2016**

#### **Broadway Services, Baltimore, MD**

- Picked up medicine from Johns Hopkins pharmacies in Baltimore requiring special handling and care, with the delivery schedule encompassing 5 pharmacies in Baltimore and 1 pharmacy in Columbia city
- Took route to drop off medicine to customers in an accurate, courteous and professional manner
- Maintained and resolved issues with errors in package delivery or troubleshooting customer requests

### **Customer Service Representative**

**Sept 2015 – Dec 2015**

#### **Access to Case, Clearwater, FL**

- Managed a high volume of inbound and outbound customer calls, covering 40-50 per day, determining the purpose of the customer calls and routing calls internally
- Addressed and resolved an average of 5-9 customer product complaints per day, empathetically and professionally by checking the system and contacting the appropriate department or insurance company
- Managed/answered calls in Arabic and English, in a personal, systematic and organized manner following department guidelines and utilizing proper use of terminology