**Ahmed Moussa**

(814) 321-1284 • elyarmuk@hotmail.com • Seattle, Washington 98125

Fully Work Authorized • No Visa Sponsorship Required

**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 1st part while the 2nd 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