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| **mARco fekry neMR** |  |
| **Address:** 48 Aliko Buildings, Part 6 Of Zahraa el Maadi, Cairo, Egypt  **Telephone:** (202) 25218182  **Mobile:** + (202) 01271800050  **Email:** [**marcofekry@hotmail.com**](mailto:marcofekry@hotmail.com)  **Title:** Infrastructure & MultiCloud Service Delivery Manager |

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| **objective** | |
|  | Seeking a challenging position with your company, where my profile offers a good match, and my experience can be developed, and my skills can effectively utilize. |
| **education** | |
|  | **Bachelor of Information System, Canadian International College (C.I.C), 2009.**   * Major: Engineering Technology in the field of Networks. * Grade: Very good.   **Bachelor of Information System, Cape Breton University (C.B.U), Canada,2009.**   * Major: Engineering Technology in the field of Networks. * Canadian degree licensed in Canada. * Grade: Very good.   **Thanaweya Amma (High School Certificate),** **B.B.C International Schools, Cairo, Egypt.** |
| **skills**  Over Fifteen years of experience in Information Technology  • Ensure Availability, reliability, and business continuity for entire IT activities for mission critical systems and core system applications, software, and hardware with adoption of relevant new technology through effective risk management and to achieve business continuity with high level of quality to support company achieve its goals.   * Expert Service delivery with hands on experience. * Proven track of successes in planning and implementing new solutions. * Professional support and consultancy for technical services. * Professional management for Data Center Fabrics and Infrastructure. | |
|  | **Basic Skills and Training:**   * Team collaboration training in the CIC. * System analysis training in CIC. * Egypt Air Data center 6-month Training. * Team Management and leadership training at Vodafone. * Communication Skills Training in Wadi-Degla. * Cloud Security Ninja Training * Basic business skills including presentations, project planning, products analysis, business correspondence, documentations and report writing.   **Information Technology Skills:**   1. **Data Centers:**  * Data Centers Designs and High Availability * Infrastructure Servers Enclosures * Infrastructure SAN * All types of Data center Storages (EMC, IBM, HP, QNAP, etc…) * Virtualization technologies (NPIVs, VMware and Hyper-V) * Data Center Backup Solutions (EMC, Veeam, Commvault, etc…)  1. **Infrastructure:**  * Servers’ management and implementation * Linux /Unix Administration * Active Directory Infrastructure implementation and management. * Microsoft Exchange implementation and management. * Microsoft SharePoint implementation and management. * Microsoft System Center Operations Manager implementation and management. * Microsoft System Center Configuration Manager implementation & management. * Microsoft System Center Service Manager implementation and management. * Microsoft System Center Virtual Machine Manager implementation and management. * Microsoft System Center Orchestrator implementation and management. * Microsoft Hight Availability * Microsoft SQL Server * Cisco routers and switches configuration and management  1. **Cloud:**  * Owner of the RoboMate Cloud Automation Tool (Developed by Marco Fekry) * Microsoft Azure Clouding Services * Amazon AWS Clouding Services management. * Oracle Clouding Infrastructure  1. **Security:**  * AD Domain Environment Hardening * Zero Trust Model * Office365 Security Assessments * Microsoft Defender * Kaspersky Security Center * Multi-Vendor Firewalls and Web Application Firewalls * Next Generation VPN * Cloud Security Architect * Internal Security Assessments and Vulnerability Scans * Developing Security Solutions  1. **Reporting and Automations:**  * Microsoft SSRS * Microsoft Power BI * Microsoft Power Automate * Microsoft Power Apps * PowerShell Expert * SQL Expert * C # Expert * Developing Automation Solutions   **Information Technology Certificates:**   * Cisco Certified Network Associate. * Microsoft Certified Solutions Associate * Microsoft Certified Solutions Professional. * Microsoft Certified Solutions Expert * Microsoft Cybersecurity Architect Expert * Microsoft Certified Azure Virtual Desktop Specialty * Microsoft Certified Azure Network Engineer Associate * Microsoft Certified Azure Security Engineer Associate * Microsoft Certified Azure for SAP Workloads Specialty * Microsoft Certified Azure Developer Associate. * Microsoft Certified Azure Solutions Architect Expert. * Oracle Certified Cloud Infrastructure Professional. * Oracle Certified Cloud Infrastructure Security Professional. * Oracle Certified Cloud Infrastructure Architect. * Oracle Certified Cloud Infrastructure Multi Cloud Architect. * VMware Datacenter Virtualization Certified Professional. * Veeam Certified Professional. * Certified Ethical Hacker * ITIL® Foundation Certificate in IT Service Management  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  |  |  |  |  | |  | A picture containing text, sign, blue  Description automatically generated | A picture containing text, sign, blue  Description automatically generated |  |  | |  |  | A picture containing text, sign  Description automatically generated | A picture containing diagram  Description automatically generated |  | |  | Diagram, venn diagram  Description automatically generated | Graphical user interface, text, application, chat or text message  Description automatically generated |  |  |     **Automation Development:**   * Owner of the RoboMate Cloud Automation Tool (Developed by Marco Fekry) a desktop software with assessment capabilities for Cloud Environments and with streamline automation capabilities for most of the common Cloud operation tasks and complex Cloud deployments on Azure / OCI / AWS.   A blue and white logo  Description automatically generated  **Experience**    **Infrastructure & Multi Cloud Technical Manager, Global Brands Group, Cairo, Egypt, (March 2022 –Till Now)**   * Developing Cloud Solutions. * Design, deliver and differentiate customer experience on behalf of some of the world’s most valuable Cloud brands. Create amazing customer experiences that people value. * Managing most of the large corporate account environments in Egypt and the Middle East * Leading and supporting our Infrastructure and Multi Cloud Team to match the required support level to our customers. * A subject matter expert within the function, providing excellent technical management and support.   Providing consultation level expertise to new and external clients on Cloud and premises Products while understanding the unique requirements of customers and providing appropriate technical solutions and architecture designs.  **Part Time, Infrastructure Consultant, Binary-EG Solutions, Cairo, Egypt, (April 2020 –Till Now)**   * Leading and supporting our IT Infrastructure and Cloud Engineers to match the required support level to our customers. * A subject matter expert within the function, providing excellent technical management and support. * Providing consultation level expertise to new and external clients on Cloud and premises Products while understanding the unique requirements of customers and providing appropriate technical solutions and architecture designs.   **Infrastructure & Data-Center Senior Systems Engineer, Wadi Degla Holding, Cairo, Egypt. (April 2013– March 2022)**  Main Tasks:   * Utilization of Infrastructure Resources. * New Technology and Products lead to Top Level Management. * Designing and Implementing IT Project Plans, Presentations and Documentations. * Providing a Third level of support for the infrastructure.   **Senior Technical Support, Teleperformance (SAMSUNG), Cairo, Egypt.**  **(October 2011– Till April 2013)**   * Installing new Operating system using Microsoft configuration manager for all call center users. * Handling Technical Support issues for all call center users. * Responding to Samsung customers in the UK to help them when they face any kind of problems with their Samsung Laptops.   **ESET Product Manager, KMG-Technology, Cairo, Egypt.**  **(June2010- Till June2011**)   * Handling ESET NOD32 antivirus corporate market strategy and plans. * Presenting ESET NOD32 antivirus to predefined meetings with our clients. * Troubleshooting ESET NOD32 customer’s issues and requests via remote sessions.   **LANGUAGE**   * Excellent command of both written and spoken English. * My native language is Arabic. |
| **Interests** | |
|  | Surfing the internet, Technology updates, Watching TV, listening to music, Swimming, and traveling. |
| **Personal Information** | |
|  | * Date of Birth: **9th of August 1985.** * Marital Status: **Married.** * Military Status: **Exempted.** * Nationality: **Egyptian.** |