

Passengers Services Assistant Passengers Services Assistant IT Help Desk Support Dallas, TX
Authorized to work in the US for any employer Work Experience Passengers Services Assistant
Prospect DFW Airport April 2019 to Present Full time Passenger's service assistant at DFW
International Airport. Windows Administrator Trans Globe - Alexandria, EG March 2013 to February
2019 Responsibilities: - Involved with developing and implementing IT initiatives to increase
productivity and efficiency while reducing management overhead. - Installation and administration
of Windows Active Directory (AD), Group Policy Objects (GPOs), Hyper-V, Microsoft IIS servers,
FTP, SQL Database Server, File server and Print servers. - Coordinate with Team Members for
migration activity from Windows 2008R2 to Windows 2012. Create PowerShell scripts to interact with
Hyper-V, WSUS, Windows Update, Active Directory (AD) and Registry - Work with Security Patch
Management and Deployment to all clients using Microsoft WSUS. - Patch Management using
Server Update Services (WSUS). - Design and implemented efficiency and consolidation
improvements across multiple Active Directory Forests and Domains. - Group physical disks into
logical volumes dynamically sized and resized volumes to fit in the application. - Work with
networking components, analysis tools, operating systems, mainframes, software, security controls
and security concepts. - Maintain internet Servers by installing IIS 6, FTP websites and creating
Virtual Directories in IIS6. - Responsible for ERP System customized application tasks like
installation, security, user permissions, backup and restore. - Responsible for
installation/configuration, rebuilding new or existing servers, configuring systems software,
hardware, services, settings, directories, storage, etc. in accordance with standards and
project/operational requirements. - Responsible for installation/configuration and secure network
devices such as switches, access point and routers. - Responsible for installation/configuration
DVR for security Cams - Responsible for Microsoft Partnership silver program. - Apply operating
system patches, upgrades on a regular basis, upgrading administrative tools and utilities. -
Researched and recommended technologies that can integrate into the existing environment, to
add automation and leverage resources and provide economies of scale. - Performing daily system
monitoring, verifying the integrity and availability of all hardware, server resources, systems and key

processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups. - Investigated new technologies, software, patches, and security packages, which will improve system performance and systems administration procedures. - Monitored system and network activity to quickly detect any problems related to system security, performance, or system failures in a timely fashion - Configuration and maintenance of Untangle firewall - Managing and maintain NAS storage - Planning and configure disaster recovery plan using Acronis Backup & Replication - Configure, design and Troubleshoot Hyper-V virtual environment and Virtual machines.

Systems Engineer Arab Computers - Alexandria, EG July 2007 to February 2013

Responsibilities: - Responsible for L2 & L3 support for all Server related issues, Operation and maintenance of Windows, Backup, Network. - Part of the Data Center migration team, handling server backups and maintaining the server inventory list, getting server up and running after the Data Center migration. - Configured different type of Port Groups Policies, Security policies, Traffic Shaping, load balancing, Failover detection, Hard and Soft zoning and VLAN Tagging. - Responsible for installation/configuration, rebuilding new and existing servers. - Responsible for installation/configuration network devices routers and switches. - Responsible for installation/configuration network storage. - Responsible for installation/configuration Firewalls appliance (Fort iGATE - ISA). - Responsible for installation/configuration Domain active directory - Responsible for configure backup plan. - Troubleshooting infrastructure problems related to hardware and software - Deal with Customer complaints and solve their problem. - Troubleshooting desktops problems related to software or hardware these usually involved checking, fixing and/or replacing computer parts including motherboards, processors, rams, PCI cards and hard disk. - Assembling new PCs and configuring them for the company's clients. - Install and configure IP cams and finger print. - Created, modified and maintained Group Policy Objects, matched GPOs in multiple domains, move existing group policies form one domain to another within the active directory forest. - Responsible for designing, organizing, modifying, and supporting client Servers and computer systems. - Update patches on Servers and working with Active Directory Components (AD Users and computers, DNS, DHCP and WINS - Performed and raised the

domain functional level from windows server 2003 to - 2008 R2,2012 and 2012R2 - Run Bi-Weekly server check list for all of our client's servers including Server disk - Space, Backup, check Event Viewer and reboot if needed. - Implemented security policy, virus protection and encryption for our clients to meet the highest level of security. - Prepared and maintained documentation of all Assets Hardware and software, standards and procedures. - Maintain and Fix Servers hardware issues, and dealing with all suppliers for replacement parts. - performed decommission of various windows legacy application servers by maintaining the standard change control policy and procedure. - Worked on Accounts Delegation, Drive Mappings, create and apply Technical Minimum Base Standard policies to various versions (Windows servers - 2000/2003/2008R2/2012R2) - Administered production servers/network infrastructure that includes Mail - Servers, NAS, File and print Servers and Terminal Servers. - Monitored Software systems for errors and updated them regularly to complete - Performance Tuning and Optimization (PTO) - Managed the users and groups and given appropriate permissions and privilege to access our LAN and Domain environment through Group Policy. - Resolved problems related to performance metrics such as Processor Usage, Memory etc. - Managed multiple Hyper-V cloud solutions. - Monitored and raised SLA's on Level 2 and Level 3 tickets during outages.

Education BS in Commerce Alexandria University July 2007

Additional Information ? 12 years of Systems Administration experience on Windows server 2003/2008/2008R2/2012/2012R2 ? Expertise managing Windows Server environment: Active Directory, Domain Services, GPOs, DNS, DHCP, WINS Name Resolution, File & Print Server, IIS (Web Server), FTP, Terminal Server, RIS/WDS, RRAS, NAT, WSUS, Microsoft Clustering, Exchange Mail Server and ISA Server. ? In-depth knowledge in dealing with Windows Registry and File Systems. ? Pushed various Group Policies to help improve performance/security. ? Experience in analyzing and troubleshooting Microsoft Windows Server hardware, Software applications and clustered environment issues. ? Managed SharePoint end user accounts, permissions and access rights, managed database connections. ? Expert in maintaining Business Continuity and performing Disaster Recovery (DR) ? Strong knowledge of networking fundamentals and TCP/IP protocol suite, including enterprise DNS and DHCP,

subnetting, virtual networking and wireless networks. ? Capable of administering/configuring iSCSI SAN and NAS ? Understanding of typical IT support-oriented Service Level Agreements and how to achieve SLA results. ? Experience with enterprise backup systems and disaster recovery operations

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