AHMED ELABD

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CAREER SUMMARY

Customer Support, System Administrator, • Webhosting Team Lead. Cloud Operations Engineer.

- **Results-driven professional** offering a progressive, 10+ years career in information technology specially in webhosting systems, implemented a hassle-free system to manage the webhosting whole cycle.
- **Repeated success directing IT projects from inception to execution** strategically allocating resources to achieve on time, on budget delivery.
- **Expertly manage technical support operations** diligently troubleshooting issues to identify root causes and prevent recurrence.

AREAS OF EXPERTISE

- Windows (2003~19)
- Web servers
- Microsoft Azure
- VMware vSphere Esxi

- MSSQL (2000~19)
- FTP Servers
- Linux (CentOS, Ubuntu)
- cPanel/Plesk

- Mailenable
- Hyper-V
- Zabbix
- VEEAM, AOMEI

PROFESSIONAL EXPERIENCE

Smartly Techs, Cairo, EG   **2018 – Present**

Webhosting services provider and Software Development company.

Senior Webhosting Engineer.

Recruited into a senior webhosting engineer and provided technical support to end-users, leveraging broad-based expertise to help customers with problem identification, diagnosis and resolution via helpdesk systems, telephone, and remote support tools. Performed security administration functions for user's data. Cultivate and maintain relationships with IT vendors.

- **Introduced the leading virtualization software VMware for the company.** *and it has been used as a core for the VPS services that the company providing to its customers.*
- **Achieved High Availability and Scalability using MSSQL AlwaysOn, Microsoft DFSR and IIS Shared configuration replication.** *Resulted in a resilience to failure service, which give our customers the confidence that we can deliver their business needs.*
- **Decreased the trouble tickets volume by 80% after applying the known Proxmox Mail Gateway filter.** *Which not only increased the team productivity by reducing the daily and the repeatedly work but also contribute to service efficiency and stability for our customers and accordingly give them the trust to expand their work with us.*
- **Increased the RDP/SSH security by adding 2FA to the login process.** *A complete zero-trust security model.*
- **Main Team Member of VODAFONE – V-Hub SERVICE Project.** Which is the next level of Vodafone Webhosting Sherkety service.

BountyMarine Services llc, Dubai, UAE   **2011 – 2013**

Provides bunkering services & supplier of petroleum products.

System Administrator • Information technology.

Outsourced to serve as an IT consultant for the company. been the connection link between Cairo Starware and Bounty Marine UAE.

Starware, Cairo, EG   **2007 – 2018**

Multinational company that was working as Webhosting services provider, Software Development, SMS and value-added services provider, GPS and Tracking System services provider, Cyber Security Consultancy company.

Customer Support, System Administrator, Team Lead • *Webhosting*

immediately been recruited right after graduation into a customer support representative supporting the highly growing environment of the company,

Then quickly promoted to a technical support engineer 2010 then Team Lead of the webhosting team 2013. Oversee all day-to-day business operations for the organization's Webhosting department, including new client sales. Directly supervise a high-performing team, with direct responsibility for 8 employees.

Provided a professional service to our clients in a way that gives them a full trust in the company and its reliability and stability.

- **Doubled our customer satisfaction** *by not only aggressively owning customer issues from inception to resolution but also through well and maintained follow up.*
- **Provided a professional service to our clients** *in a way that give them a full trust in the company and its reliability and stability.*
- **Hired, developed and shaped several top leaders.** *Created a nurturing, performance focused environment that enabled all inexperienced employees to grow into professional levels.*
- **Helped the company to gain +20% profit** *by reducing the colocation costs and internet connection costs by migrating our servers across Data Centers.*
- **Directed VODAFONE – SHERKETY HOSTING SERVICE Project.** *From inception to execution, which hosted by the first year 5000+ accounts and that project still a core income pillar for the company and still running till the moment.*
- **Built a Webhosting System** *automating the process of registering a new customer, compiling together a billing system, Control Panels and provisioning systems.*
- **Managing the most popular sports/cars/celebrity websites.** *Teaming up with the website owners to build trust and stability in business.*
- **Managing the yearly booming SECONDARY SCHOOL RESULT "THANAWYA" Event** *and we have been the most successful team to manage this event, three years in a row.*

EDUCATION

Bachelor of Management Information Systems, General
Cairo High Institute, Cairo, Egypt.

Courses and Training

VMware-vSphere-6.5 & 6.7 CBT-Nuggets. (2018)
LPI Linux LPIC-1 101, 102 and CompTIA Linux+ CBT-Nuggets. (2016)
Learning ITIL Lynda. (2020)
Learning NGINX Lynda. (2020)
Chef & Puppet Essential Training Lynda. (2020)
Basic Business Skills Acquisition & Berlitz English levels 1,2,3, and 4.
MCSE 2012.