**Haitham Kamal** [**https://github.com/hkamalsoftware/Profile**](https://github.com/hkamalsoftware/Profile)

**Summary of Qualifications**

* Experienced Software Technical Support Team Leader with a strong background in Front-Office (FO) & Point of Sale (POS) systems, providing end-to-end technical support, issue resolution, and team management.
* Proficient in C#, VB.Net, and Python, with hands-on experience developing and maintaining desktop and web applications.
* Skilled SQL Server Database Administrator, with expertise in database design, performance tuning, backup and recovery, and query optimization.
* Solid experience in ASP.NET Web Forms and MVC Core development using Visual Studio 2022, with a focus on scalable and maintainable application architecture.
* MCITP Certified (Microsoft Windows Server 2008), with a deep understanding of enterprise-level IT infrastructure, server management, and network services.
* Strong analytical, troubleshooting, and leadership skills with a track record of improving service delivery and supporting business-critical applications.
* Comsys Software Full Implementation, Installation, Troubleshooting, PCs deployment and full Training on Front Office – Pos.

**Personal Data**

* Nationality : Egyptian
* Date of birth : 05 July 1979
* Military Service : Finished
* Place of birth : Cairo, Egypt
* Marital Status : Married
* Mobile : 010-22-33-1258
* E-Mail :HkamalSoftware@Gmail.com

**Education**

* Faculty of Arts - European Civilization Department 2000.

**Courses**

* MCITP – MCSE (Windows Server) at Yat Training Center Nasr City.
* CCNA at Helper Training Center Nasr City.
* SQL Server Database Administrator at IT Share.
* Asp.Net Web Forms building and deploying projects.
* MVC Core 2022 Programming Web Application.
* C# (C Sharp) programming languages at IT Share.
* HTML – CSS – JS at IT Share Nasr City.
* Military Institute (English & Italian language Courses).

**Computer Skills**

* **Programming Languages:** Visual Basic .NET, C#, HTML, CSS, JavaScript,MVC Core 2022,Asp.Net Web Forms Web Applications.
* **Database Management:** Microsoft SQL Server (Administration & Optimization)
* **Operating Systems:** Windows 7, 8, 10, 11 | Windows Server 2008 - 2022
* **Software:** MS Office Suite (Word, Excel, PowerPoint)
* **Hotel Management Software:** Comsys, Fidelio, Opera (7.13, Cloud)

**Technical Skills**

* SQL Server Administration: Installation, configuration, and ongoing maintenance of SQL Server (2005–2019).
* Database Management: Performing database backups (local, external, and cloud), replication, and mirroring.
* SQL Queries & Operations: Writing and optimizing CRUD operations, stored procedures, and views to ensure optimal performance.
* Reporting & Data Integration: Utilizing Crystal Reports for report generation and deployment; creating desktop applications linked with SQL databases.
* SQL Profiler & Troubleshooting: Using SQL Profiler for query troubleshooting and performance monitoring.
* Web & Cloud Development: Developing and deploying web applications with integrated reporting features, published on cloud hosting platforms.
* Server Management: Managing multiple servers, server roles, and features; performing server core installation.
* Networking & Configuration: Configuring and troubleshooting DNS, DHCP, IPv4, IPv6, TCP/IP, Routing & Remote Access.
* Group Policy & Active Directory: Implementing Group Policy Infrastructure, managing users, groups, and computer accounts, and managing Active Directory replication.
* Windows Server Expertise: MCSA (Windows Server 2012), MCITP (Windows Server 2008), MCSE (Windows Server 2003).
* Web Services: Configuring and supporting sales transfer services between HQ, branches, and call centers.
* Network Policy & Security: Installing, configuring, and troubleshooting Network Policy Server Role (NPS) and Network Access Protection (NAP).
* Backup & Restore Strategy: Designing and implementing backup and restore procedures for business continuity

**Languages**

* Arabic Native Language
* English Very Good
* Italian Very Good
* Russian Fair

**Related Experiences**

**Technical Support Team Leader**  
Comsys Software Company | May 2013 – Present

* Lead technical support for Front Office and Point of Sale (POS) modules.
* Oversee full implementation, installation, troubleshooting of Front Office, POS, and all Back Office systems.
* Provide on-site customer support, addressing inquiries and resolving issues.
* Manage system bugs and performance optimizations.
* Utilize SQL Profiler, write complex SQL queries, and develop SQL scripts for database maintenance and bug handling.
* Ensure daily database backup and restore strategies are implemented effectively.

**Front Office Manager (Acting IT Manager)**  
Grand Sharm Resort, Sharm El Sheikh | May 2012 – May 2013

**Night Manager**  
*Kiroseiz Parkland Hotel, SSH (5-Star, 700 Rooms) | March 2011 – May 2012*

**Reservation Manager (Acting IT Manager)**  
Holiday Beach Resort (Three Corners Hotels), Marsa Alam | July 2009 – March 2011

**Assistant Front Office Manager (Acting IT Manager)**  
Zoser Pyramids Hotel, Giza – Cairo (5-Star, 410 Rooms) | September 2008 – July 2009

**Assistant Front Office Manager**  
Domina Coral Bay Hotel SSH (1650 Rooms & Villas) | June 2007 – September 2008

**Front Office Desk Manager**  
Iberotel Mirabel, SSH (1001 Rooms, Travco Group) | May 2006 – June 2007

**Assistant Front Office Manager**  
CALIMERA Moderna Beach (Royal Albatros Moderna), SSH Feb. 2004 – May 2006

**Receptionist | Shift Leader | Front Office Desk Supervisor**  
Royal Rojana Resort, Sharm El Sheikh (560 Rooms) | July 2000 – February 2004

* + - Contacts, References are furnished upon request