Mohamed Samir Ahmed EL-MASRY

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IT Manager | System Administrator | IT Support Manager | Service Desk Manager

Professional Summary

IT Manager and System Administrator with 12+ years of experience in IT infrastructure, network administration, and technical team leadership. Expertise in implementing and managing Windows Server, Active Directory, cloud solutions (Azure), and IT support frameworks. Proven ability to optimize systems, Skilled in retail-specific technologies, including POS systems and inventory management, enhance cybersecurity and ensure seamless IT operations while leading cross-functional teams. Skilled in delivering user support and training across enterprise environments.

Professional Experience

MAJID AL FUTTAIM – Retail:

Oct 2022 - Present

IT Manager. Carrefour City Center Maadi, Cairo, Egypt.

- Led the IT department to ensure system stability, minimizing downtime and errors.

- Developed and executed annual IT action plans, managing CAPEX and OPEX budgets.

- Enforced cybersecurity policies, protecting critical company data.

- Optimized IT infrastructure, ensuring seamless network performance and recovery procedures.

- Renovated the store's network infrastructure, including both passive and active components, enhancing connectivity and efficiency.

Aug 2021 – Oct 2022:

IT Manager. Carrefour City Center Almaza, Cairo, Egypt.

- Ensure the stability of the systems and communication applications to avoid any error/ downtime

- Respect and enforce the security and safety procedures to ensure the protection of all company data.

- Draw a yearly action plan for the IT department and follow up on its implementation.

- Ensure implementation and smooth running of IT standard management.

- Organize IT CAPEX and OPEX purchases.

- Ensure minimal delay in all recovery procedures to minimize the impact on operations.

- Ensure the proper conservation, utilization, and profitability of the Company's assets.

Aug 2016 – Aug 2021:

       IT System Administrator. Carrefour Head Office, Cairo, Egypt.

- Configured, installed, and maintained Windows Server environments.

- Administered Active Directory, Exchange Server (2010/2013), DHCP, DNS, WDS and RADIUS.

- Ensured data integrity via backup/restore solutions (Symantec, VERITAS Backup Exec).

- Provided advanced technical support (2nd/3rd line) and optimized server performance.

Jan 2015 – Aug 2016:

       IT Supervisor. Carrefour City Light, Alexandria, Egypt.

Jun 2012 – Jan 2015:

       IT Clerk. Carrefour City Center, Alexandria, Egypt.

Sep 2010 – Jun 2012:

       Senior Fashion Advisor - U.S Polo Association - Alexandria, Egypt.

Jun 2009 – Mar 2010:

       Branch Manager- Egyptian American Book Center - Alexandria, Egypt

Aug 2007 – Apr 2008:

       IT Help Desk -NEW ATLAS - Alexandria, Egypt

Skills & Technical Expertise:

- IT Infrastructure Management | System Administration | IT Support Leadership.

- Windows Server (2012/2016) | Active Directory | Azure Fundamentals | Exchange Server.

- Network Administration: LAN/WAN, DNS, DHCP, RADIUS.

- Cloud Technologies (Azure) | Cybersecurity | Backup Solutions (Symantec, VERITAS).

- Service Desk Management | Team Training & Development.

- Troubleshooting Hardware & Software | IT Budgeting (CAPEX/OPEX).

- POS Systems | Inventory Management | Retail Technology Integration.

- IAM "Identity and access management"' | Magic info server | Holy-Dis Planexa.

- PostgreSQL | Hyper-V | NPS | DLP

Education & Certifications:

Post Graduate Diploma - Computer Science, Cairo University | 2022

BSC in Management Information Systems, King Marriott Academy | 2009

Certifications:

- Microsoft Azure Fundamentals (2019)
- MCSA: Windows Server 2012
- CCNA (Networking)
- Microsoft Exchange 2010
- Leadership Workshops: PMP, IT Change Management, Who Killed Change?, Getting Things Done and Culture Unfreezing.

Projects:

Associated with Majid Al Futtaim

Apr 2019 - Sep 2019

IAM (Identity and Access Management)

Editing AD (OU & Attributes Update for all Employees) HC & IT Managers Traning and giving Recommendations for updating the IAM Matrix.

Apr 2019 - May 2019

MagicINFO Server

MagicINFO System manages Content on the Smart screens (Servers Deployment - Support - screen Network configuration- Manage Designer Accessing to upload the content.

Nov 2018 - Dec 2018

Store Servers Infrastructure and Design Training

Giving full training for "IT Manager/Supervisor/Clerk" on what is the store Server physical and virtual server role includes.

Feb 2017 - Aug 2017

Planexa Roll Out

Roll Out PLANEXA within 9 Egyptian stores (Including server deployment - Support)

Mar 2017 - Apr 2017

Radius Servers

Radius server Deployment and Configuration in all Egypt Hyper Markets

Aug 2016 - Oct 2016

Migration from Kaspersky to Trend Micro

Shifting from Kaspersky to Trend Micro Antivirus and making sure the new antivirus is not affecting any application and all exclusions are done properly.

Trainer Achievements at Majid Al Futtaim – Retail

- Delivered monthly training sessions on Microsoft Office Suite to improve employee productivity.
- Conducted quarterly workshops on stock-taking procedures, ensuring accuracy and efficiency.
- Provided periodic sessions on FRD/LTD (Radio Frequency Barcode Scanners) usage for operational excellence.
- Mentored junior employees on network and IT system infrastructure, fostering technical knowledge.