Mostafa Saleh

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Nasr City, Cairo, Egypt 4453312 | Military Status: Completed | Notice Period: 1 month.

Objective

Highly-motivated IT Support Engineer with almost 2 years of experience. Seeking a dynamic role in IT and Network Engineering that provides opportunities for growth, continuous learning, and collaboration. My key interests include IT Infrastructure, Network & Cloud Architecture, System Administration, Protocols and Network Security.

Experience

IT Operations Specialist (L2 On-Site Support)

Alamar Foods | *City Stars F2 Corporate Building, Nasr City, Cairo.*   *May 2025 – Present. 6 mos.*

- **Delivered L2 on-site & remote** technical support for 90+ Domino's/Dunkin retail locations, corporate offices, call centers, and supply hubs, resolving hardware/software issues within SLA.
- **Connected, Configured and troubleshooted** new opening stores' systems nationwide.
- **Assisted network team** in troubleshooting and resolving network issues.
- **Provided CCTV support** for different vendors such as Hikvision, Dahua, and UNV.
- **Provided remote support** using RDP, AnyDesk and UltraVNC.
- **Managed IT asset inventory** store/office devices (POS systems, workstations, peripherals), ensuring accuracy in tracking and lifecycle management.
- **Performed root-cause analysis** on recurring technical problems, implementing preventive maintenance plans that cut repeat tickets by 30%.
- **Created knowledgebases and guides** for Level 1 agents in order to reduce escalations and train them for future Level 2 responsibilities.
- **Worked** in a multinational/multicultural Team.

IT Specialist Soldier

Ministry of interior | *Kafrelsheikh.*   *Jan 2024 – Feb 2025. 1 yr. 2 mos.*

IT Help Desk Soldier

Kafrelsheikh Security Directorate.   *Oct 2024 – Mar 2025. 5 mos.*

- Promoted to IT Help Desk for the Office of the Security Manager.
- Provided technical support, ensuring seamless IT operations, and resolved over 5 IT issues per day.

CCTV Technician Soldier

Kafrelsheikh Administration of Security Forces.   *Jan 2024 – Sep 2024. 9 mos.*

- During my national service, I held the position of Head Soldier of the CCTV and Security Office.
- Managed system maintenance, surveillance, and security operations.

Education

Bachelor of Electrical Engineering – Computer and Control Engineering Department.

Higher Institute of Engineering and Technology Kafrelsheikh, Kafrelsheikh, Egypt.   *2018 – 2023. 5 yrs.*

- **Cumulative GPA:** 3.0/4.0 (74%) High Good.
- **Major GPA:** 3.5/4.0 (85%) Excellent.
- **Graduation project grade:** Excellent.
- **Relevant Coursework:** Network Architecture, Cloud Solutions, Operating Systems, Automation, Distributed Systems, Electronics, Communication Engineering, Programming, Data Structures and Algorithms.

Graduation Project: Intelligent Mobile Robot, YouTube, GitHub   *Jun 2022 - Jul 2023. 1 yr.*

- Developed an autonomous indoor mobile robot with a mounted arm for picking and placing objects and assisting in warehouse tasks using odometry and Kinect v2 for mapping.
- It operates autonomously via AMCL, wired and wirelessly, and supports ROS (Robot Operating System).

Skills

Networking:
- **CCNP:** ENCOR.
- **CCNA:** Routing & Switching.
- **Network Tools:** Wireshark, Packet Tracer, GNS3, and PuTTY.
- **Cloud Knowledge:** Knowledge in Containers, Microservices, Kubernetes, Docker, Cloud-Native.

System Administration:
- **Windows Server Administration (MCSA).**
- **Virtualization:** VMware vSphere ESXi, Hyper-V.
- **Security management:** Software Firewalls, and VPNs.
- **Infrastructure Management:** Backup Solutions, and Performance Monitoring.

IT Support:
- **Troubleshooting:** OS and application diagnostics, hardware and software issue resolution.
- **Operating Systems:** Windows (Server, Personal), Linux (CLI), Unix (FreeBSD), Android.
- **Remote Support:** AnyDesk, TeamViewer, RDP, VNC (Linux Mint).
- **Printers:** HP, Xerox, Zebra, Epson
- **Service Management:** ITIL 4.
- **On-Site Support:** Printer drivers, join domain, Resolve software issues.

Other:
- **Restaurant System:** Pulse OS.

Programming:
- **Languages:** Python, and Prior experience in: C, C++, C#.
- **Tools & Scripting:** Git, GitHub, PowerShell, Bash scripting, SQL, JSON.
- **Web Development:** Former web developer before **I shifted my career**. I've Created **projects** with JavaScript, HTML, CSS, React, Tailwind CSS, i18next, Sass.

Languages:
- **English:** Fluent (I watch TV Series **without translation**).
- **Arabic:** Native.

Soft Skills:
- **Personal Skills:** Adaptability, Resilience, Problem Solving, Working under pressure, Communication, Troubleshooting, Leadership, Patience, Self Study, Desire for growth, Fast Learner, Fast typing (66 WPM).
- **I'm also able to** work independently and within a team.

Training & internships

Huawei Network Administrator Trainee

DEPI | *Online.*   *Jul 2021 – Sep 2021. 2 mos.*

- Intensive training aligned with Huawei's HCIA, HCIP-Datacom curriculum, featuring immersive labs that honed configuration and troubleshooting skills and prepared me for Huawei certification exams..

Optical Fiber Intern

Telecom Egypt (WE) | *Alexandria, Egypt.*   *Jul 2021 – Sep 2021. 2 mos.*

- Gained hands-on experience with FTTH networks, fusion splicing techniques, structure, connection and traffic devices, including PCM, PDH, SDH, and WDM.

AI Trainee

AIOT Agriculture | *Kafrelsheikh, Egypt.*   *Jul 2022 – Sep 2022. 2 mos.*

- Developed a YOLOv7-based model for **real-time detection of broiler pathologies** using CNNs and multimodal imaging (visible/thermal) in intensive poultry environments.
- Collaborated to build and train high-accuracy datasets, and Optimizing model performance for real-time health monitoring via computer vision and infrared thermal imaging.

Coursework

- CCNA 200-301 Prep (81 hours) (SNL Remote training).
- CCNP ENCOR 350-401 Prep (63 hours) (SNL Remote training).
- CCST Network Prep (70 hours) (Cisco Networking Academy).
- Windows Server 2019 Administration (22 hours) (Udemy).
- Complete VMWare vSphere ESXi and vCenter Administration (13 hours) (Udemy).
- ITIL 4 Foundations Certification Prep (8 hours) (Udemy).
- Huawei HCCDA Cloud Native Training (Remote Training).
- Fundamentals of Operating Systems (Self-Study).
- Introduction to Git and GitHub (27 hours) (Coursera).
- Crash Course on Python (31 hours) (Coursera).
- Introduction to DevOps (9 hours) (Coursera).
- Technical Support Fundamentals (23 hours) (Coursera).
- Advanced React (26 hours) (Coursera).
- Front End Web Development Professional Nanodegree (Udacity Scholarship).

Volunteering

Event Coordinator

Momenta | *Kafrelsheikh, Egypt.*   *Oct 2019 - Oct 2021. 2 yrs.*

- As a member of Momenta team during my studies at the institute. I contributed to organizing events, coordinating contests and seminars for my colleagues.

Translator

Coursera (GTC) | *Online.*   *Aug 2021 – Oct 2021. 2 mos.*

- Contributed to translating 14,364 words on Coursera Global Translator Community (GTC) before it was deprecated.