**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**](https://mostafasaleh1.github.io/graduation-project-website/), [**YouTube**](https://youtu.be/riImir4z0CU?si=n7RT8W7Afco4Au51)**,** [**GitHub**](https://github.com/mostafasaleh1/Intelligent-Mobile-Robot-IMR)*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 inContainers, 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**](https://mostafasaleh1.github.io/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.