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Summary

A multi-skilled IT manager with good all-round supervisory and technical expertise. Very capable with a proven ability to ensure the smooth running of ICT systems and to provide IT services that will improve the efficiency and performance of a company. Extensive practical knowledge of complex systems builds, hardware and software testing, PCB testing, network support, technical support and computer repairs. Looking for a new and challenging managerial position, one that will make best use of my existing skills & experiences also further my personal development.

- Technology Asset Management
- Deployment and Implementation
- Project Management
- Performance and Productivity Improvement

Education

BA.Management Information Systems from Aboukir institute & University in Alexandria, Egypt

Languages

- Arabic: Mother Tongue.
- English: Very good.

Skills

- Highly proficient with the current version of windows server and skilled in the development of systems.
- Operating systems knowledge desirable.
- Strong organizational and prioritization skills along with keen attention to detail.
- Proficient with the current versions of Microsoft operating systems and windows servers and hyper V and VMware and cisco IOS.
- Good interpersonal and organizational skills, with an ability to work both independently and collaboratively.

Experience

IT Coordinator - 01/2018 to 11/2019

Accor Hotels, Movenpick Resort Hotel Aswan Egypt

- Responsible for assisting Director of IT in day to day handling of the department.
- Assist employees and hotel guest to resolve IT related issues.
- Up to date knowledge of Information & Technology field, networking, Communication systems etc.
- Professional written and verbal communication and interpersonal skills.
- Highly organized and capable of managing several tasks at one time.
- Must be enthusiastic, creative and forward planner.
- Maintain courteous and friendly atmosphere and good working relationships with all colleagues.
- Maintain a high standard of personal hygiene and appearance at all times.
- Should have a complete understanding of the hotel's employee handbook and adhere to the Regulations contained therein.
- Should have a complete understanding of the hotel's policies & procedures and standard Operating procedures and polices relating to fire, safety and health.

Planning & Organizing:

1. Thinks ahead, developing contingency plans where necessary.
2. Manages time and resources effectively.
3. Sets and strives to achieve high personal performance standards.
4. Plans, organizes and uses a systematic approach to getting things done.
5. Priorities actions and manages tasks through to completion.

Operations:

1. Handle all queries from internal & external customers.
2. Ensure highest guest satisfaction, handle guest queries as priority one.
3. Liaise with Company Auditors.
4. Communicates openly and clearly both verbally and in writing.
5. Develops positive working relationships at all levels.
6. Effectively delegates to get things done.

Administration:

1. Communicate status, risks and opportunities to Director of Information Technology.
2. Responsible for providing uninterrupted service of operating system.
3. Provide training to end user about hardware handling and safe working environment.
4. Ensure users in the hotel have access to programs that is required to perform the job Only.

IT Asset Manager - 01/2015 to 12/2017

Helnan International Hotels, Helnan landmark new Cairo Hotel

- opening team
- Support end users in all IT related issues (software, hardware, network, OS, applications).
- Maintain, and troubleshoot IT Systems (MS Active Directory, DHCP, DNS, TMG, Cisco switches VLAN, Database Systems).
- Actively log and maintain IT task on help desk system.
- Plan, implement and maintain backup and disaster recovery solutions using external/internal backup servers.
- Plan, implement and maintain Microsoft Windows Server Infrastructure.
- Plan and troubleshoot lab computers if needed.
- Respond to phone calls for remote support.
- Remote troubleshooting and maintaining for servers and client computers.
- Deal With all hotels Systems (sun' Suit8' Payroll' Micros' Interface' MC'Opra)
- CCTV Camera System

IT System Administrator - 01/2010 to 12/2014

Fathalla Gomla Market, Fathalla Market Alexandria

- Support end users in all IT related issues (software, hardware, network, OS, applications).
- Maintain, and troubleshoot IT Systems (MS Active Directory, DHCP, DNS, TMG, Cisco Switches VLAN, Database Systems).
- Actively log and maintain IT task on help desk system.
- Plan, implement and maintain backup and disaster recovery solutions using external/internal Backup servers.
- Plan, implement and maintain Microsoft Windows Server Infrastructure.
- Plan and troubleshoot lab computers if needed.
- Respond to phone calls for remote support.
- Remote troubleshooting and maintaining for servers and client computers.
- Troubleshooting SharePoint.
- Installing and Configuring and troubleshoot Microsoft exchange.
- Installing and Configuring and troubleshoot Microsoft Lync.
- Installing and Configuring and troubleshoot V-Sphere server.
- CCTV Camera System

Achievement Statements

- Participate in building the infrastructure and operation of many branches of Fathalla Gomla Market.
- Participate in the training of many new employees of the company and help them in the beginning of their careers.
- Participate in many important events at Helnan landmark Hotel.
- Participation in the International Conference of African and Arab Youth at the Movenpick Resort Hotel Aswan and many other important events.

Personal Skill

- Professionalism.
- Honesty and Integrity.
- Adaptability.
- Problem-solving.
- Dependability.
- Loyalty.
- Positive Attitude.
- Self-Confidence.
- Self-Motivated.
- Willingness to Learn.
- Leadership.
- Multicultural Sensitivity.
- Planning and Organization.
- Teamwork.

Objective

I am looking for an opportunity to be able to learn enough experiences to improve my skills in my career.