



Mohamed Maher Said Nada
IT Consultant

Address Riyadh -Saudi Arabia.
Mobile +966559468619 - +0201022468110
Email mohamedmahersaid@gmail.com

Summary:
IT Consultant with 13 years of experience, improving IT System Operations, Service Management, IT Governance, Business Continuity Program and Disaster Recovery .Processes through effective leadership and planning. Offering expertise in Expertly oversee IT Operations, large-scale projects, networks, and infrastructures from initial planning and development to implementation and enhancements for smooth company running and increased profit levels.

Personal Details:
Date of Birth 11 June 1988
Gender Male
Marital Status Married
Nationality Egyptian
Military Status Completed
Driver License Private License

Education B.Sc. of Computers & Information - Good Grade
Faculty Faculty of Computers & Information - (2006-2010)
University Menofia University - Egypt
Graduation Project Blind Guide System – Excellent Grade

Professional Certificates
Microsoft Microsoft Certified: Azure Solutions Architect Expert
Microsoft Microsoft Certified: Azure Architect Technologies
Microsoft Microsoft Certified: Azure DevOps Engineer Expert
Microsoft Microsoft Certified: Azure Security Engineer Associate
Microsoft Microsoft Certified: Azure Administrator Associate
Microsoft Microsoft Certified: Azure Fundamentals
Microsoft Microsoft 365 Certified: Enterprise Administrator Expert
Microsoft Microsoft 365 Certified: Messaging Administrator Associate
Microsoft Microsoft Certified Solutions Expert : Windows Server
Microsoft Microsoft Certified Solutions Associate: Windows Server
CNCf Certified Kubernetes Administrator
CISCO Cisco Certified Network Associate.
VMware VMware Certified Professional : Data Center Virtualization
VMware VMware Certified Associate: Data Center Virtualization
Google Google Cloud Certified - Associate Cloud Engineer
Google Google Cloud Certified - Professional Cloud Architect
Coursera AWS Cloud Technical Essentials
Coursera AWS Fundamentals: Migrating to the Cloud
Coursera AWS Fundamentals: Addressing Security Risk
Coursera AWS Fundamentals: Building Serverless Applications
Intel Intel-Retail-Certified-Specialist

- EXPERIENCE:**
- THIQAH Business Services 1/2020 – till now***
Role and Responsibilities : IT Consultant :
- Delegate duties and tasks within the IT department
 - Review completed tasks to ascertain compliance with standards
 - Monitor all team members and provide necessary advice and guidance
 - Perform periodic risk assessments and initiate risk control strategies
 - Coach all team members and motivate them to produce desired results
 - Organize regular seminars and trainings to teach team members new techniques and methods
 - Keep up with trends in the constantly evolving information technology industry
 - Perform regular IT audit to discover areas of weaknesses and fortify them
 - Work alongside other departments to achieve company goals and visions
 - Write and forward regular reports to the management
 - Provide solution to any complex IT related challenges in the organization
 - Perform regular appraisal of team member's performance and devise strategies
 - Carry out in-depth research to reveal better of handling functions within the department
 - Ensure that the company's data and information are protected from unauthorized access
 - Supervise repair and maintenance of all IT gadgets.

Universal Payment Services-UPS 8/2019 – 12/2019
Role and Responsibilities as IT Senior network & System Engineer:

- Meeting with the management team to assess and define the system requirements
- Analyzing network data and infrastructure to determine inefficiencies and problems
- Developing and designing network architecture and computer systems infrastructure
- Overseeing the development, installation, configuration, and administration of computer systems
- Managing project timelines, budgets, and documentation
- Monitoring computer systems and networks for viruses, malfunctions, and errors
- Troubleshooting technical issues and developing effective solutions
- Preparing network analytics, data reports, and operational manuals
- Training the engineering team on new systems, protocols, and best practices
- Keeping abreast of the latest advancements in technology, protocols, and best practices
- Perform network administration

AHCCinc - global software development company . 8/2017- 8/2019
Role and Responsibilities as IT System Engineer:

- Deploy and manage business critical applications in private infrastructure like VMware , Hyper-V and Citrix
- Deploy and manage business critical applications in public cloud infrastructure like Azure ,AWS and GCP
- Collaborate with engineering and security teams to coordinate on IT policies
- Build policies and scripts to support company owned devices
- Develop and maintain documentation for supported applications, processes, and training material to internal employees and IT staff
- Work with Security and Business Operations to develop automated onboarding and offboarding processes
- Develop tooling and processes to facilitate end-user asset management, provisioning and tracking
- Participate in general IT operations and user support
- Build and maintain cross-functional relationships with internal teams to drive initiatives
- Plan and implement systems automation as required for better efficiency
- Oversee and provide operations support including account management, workflow, log analysis, troubleshooting and service optimization
- Assist in ongoing evaluation and management of major vendor relationships and outsourcing arrangements
- Develop system-monitoring and support automation to enhance and scale the quality of support
- Manage and monitor all installed systems and infrastructure
- Install, configure, test and maintain operating systems, application software and system management tools
- Proactively ensure the highest levels of systems and infrastructure availability
- Monitor and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement those fixes
- Maintain security, backup, and redundancy strategies
- Participate in the design of information and operational support systems
- Provide 2nd and 3rd level support

Sigma capital for Securities Brokerage and Booking Keeping 5/2013 – 8/2017
Role and Responsibilities as Senior System Administrator:

- Responsible for the maintenance, configuration, and reliable operation of computer systems, network servers, and virtualization
- Install and upgrade computer components and software, manage virtual servers, and integrate automation processes
- Troubleshoot hardware and software errors and documenting problems and resolutions, prioritizing problems, and assessing impact of issues
- Provide documentation and technical specifications to IT staff for planning and implementing new or upgrades of IT infrastructure
- Perform or delegate regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures
- Lead desktop and helpdesk support efforts, making sure all desktop applications, workstations, and problems are resolved in a timely manner.
- Responsible for capacity, storage planning, and database performance

Egyptian Armed Forces 10/2010 – 4/2013
Role and Responsibilities as System Administrator :

- Administration existing servers and configure hardware, peripherals, services, settings, directories, storage, etc
- In accordance with standards and project/operational requirements
- Apply OS patches and upgrades on a regular basis, and upgrade
- Administrative tools and utilities
- Configure / add new services as necessary
- Maintain operational, configuration, or other procedures
- Perform ongoing performance tuning, hardware upgrades, and resource
- Configure CPU, memory, and disk partitions as required

Work & Technical SKILLS:

- Designing & Implementing Azure DevOps Strategy
- Implement and management Docker , Kubernetes on premise and Microsoft Azure Kubernetes Service (AKS)
- Implementation and management public cloud like AWS , Azure Google and Open Stack Cloud.
- Implementation and management Private infrastructure like VMware , Hyper-V and Citrix
- Implementation and management VMware vSphere ESXI (V6.5 –V7)& VCenter & Citrix (Xen server & Xen Center)and Hyper-V.
- Implementation and management Microsoft AD ,ADFS , DFS , DNS ,DHCP ,WSUS, WDS ,WSUS, IIS , File and printer servers.
- Implementation and management Microsoft SQL Server Cluster .
- Implementation and management Microsoft Team Foundation Server TFS and Azure DevOps.
- Implementation and management Microsoft products such as SCCM , SCOM implementation and management.
- Implementation and management Microsoft SharePoint Server , Project Server .
- Implementation and management Microsoft Exchange Server and Office 365
- Implementation and management Microsoft Windows OS Servers 2003&2008&2012&2016&2019 and 2022
- Implementation and management of Linux servers OS (Red hat , Centos, Ubuntu)
- Implementation and management DB like MS SQL and MYSQL (Linux-Windows)
- Implementation and management Backup servers (Veeam & Symantec& Acronic and Commvault) and cloud SAS .
- Implementation and management Monitoring systems like Zabbix, SolarWinds Server & Application Monitor , ManageEngine OpManager, PRTG Network Monitor Network Bandwidth Analyzer , Spiceworks and cloud SAS
- IT ,software and Security Architecture.
- Implementation and management Firewalls & UTMS : SonicWall & FortiGate
- PowerShell and bash Scripting
- Cloud Tools: Azure, SharePoint online , OneDrive

- Collaboration Tools: Microsoft Teams ,WebEx , Zoom, TeamViewer,
- Antivirus Systems :Kaspersky Security Centre & Symantec Security center servers and Fidelis
- Routers &Switches Configuration
- Install and configure Wireless Access Point: Cisco, TP-link
- Install Network Connections including Patch panel, Rack, UPS and Wireless ..
- VMWare workstation & Hyper-V &virtual Box & KVM
- Install, Manage and Configure (Printer, Photocopier ,Finger Print System.
- Experience with service management systems and Ticketing systems
- Strong troubleshooting skills
- Prior customer service experience and outstanding customer support skill

Qualifications / Skills:

- | | |
|-----------------------------------|---|
| - Projects Held | - Key Performance Indicator (KPI) management |
| - Motivational leadership | - Excellent communication skills |
| - Service management | - Employee coaching and mentorship |
| - Process adept | - Information security |
| - Excellent communication | - Analytical skills |
| - Methodical planning | - Knowledge of systems engineering software tools |
| - Outstanding time management | - Decision-making |
| - Employee performance reviews | - Organizational skills |
| - Resource allocation | - Leadership |
| - Client support | - Team development strategies |
| - Process improvement | - Cost-effective budget control |
| - Team supervision | - Customer relationship management |
| - High performance reward schemes | - Attention to detail |
| - Patience | |

Projects Held

Location: KSA
Position: IT System Team lead
Client ; Saudi government services ,Confidentials Services , Saudi Royal Guard ,SAMBA Bank,SAPTCO Company, SMSA Express Company, Tatweer Buildings , MOWAH Company

Location Kuwait
Position IT Senior System Engineer
Universal Payment Services

Location Sultanate of Oman
Position IT Senior System Engineer
Client National Center for Statistics and Information

Location : Egypt
Position IT Infrastructure Engineer
Client : UPS ,KAPCI , Danone Egypt , Modern Motors ,TMG (Talaat Moustafa) ,Sigma Capital

Language skills:

- Arabic - native
- English - very good
- French -basic

ADDITIONAL INFORMATION

- | | |
|----------------------------|--|
| - Medals | 25th January Medal Military duty medal of 2nd degree. |
| - Appreciation Certificate | Institute of Electrical and Electronics Engineers - Post on the day of the Egyptian engineer with “Blind Guide system” |
| - Activities | Reading, Football Playing, Tennis Table. |