**Mahmoud Mohamed Ahmed Alwakeel**



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**Summary:**

An IT professional with 10 years of technical and management experience in IT industries. have a solid understanding of IT best practices and aware of the importance of stability, security, performance and capacity within an organization, passion to learn new tools and processes as they carve out my career in a cutting-edge technology company.

* **Professional Experience:**

**MISK Foundation**

**Senior Cloud Solution Architect From Dec 2020 till now**

* Managing Microsoft Office 365 and configure it based on customer requirements.
* Design the Azure network architecture including VPN connectivity between regions and subnets.
* Managing Microsoft Defender, Azure Advanced Threat Protection and mitigate threats.
* Configure and deploy Azure Information Protection (Sensitivity labeling).
* Implement Microsoft defender for cloud app and Microsoft defender for identity.
* Managing Microsoft Endpoint Manger (Intune) and configure it based on business requirements.
* Configure compliance and security policy and implement it in the environment.
* Setting up Azure Devops environment for the development team.
* Help design and implement Active directory and sync it with Azure AD.
* Design, configure, and troubleshoot Active Directory group policies, DNS, and DHCP
* Setup infrastructure environment on STC cloud as another site.
* Good Experience with Amazon Web Services (AWS).
* Sound Knowledge in VMware vSphere.
* Good Experience with Cloudflare.
* Sound Experience in Linux operating system.
* Develop ITSM operation process including Incident, Service request, SLAs, and workflows.
* Define and implement KPI’s based on business requirements.
* Implement Manage Engine product including Service Desk, Analytics plus, AD360, Patch management Desktop Central  
  and Operation monitoring (OPManager).
* Support end users on the day-to-day operations, fulfilling requests, resolving incidents  
  and problems, managing changes.
* Help developing migration strategies and executing migration of enterprise grade  
  mission critical production workloads.
* Maintain best practices on managing systems and services across all environments.
* Interacting and communicating effectively with teammates, Customers, stakeholders, and executives.
* Collaborate with other teams and team members to develop automation strategies  
  and deployment processes.

**Renad Almajd Group (RMG)**

**IT Technical Consultant From Nov 2016 till Dec 2020.**

* Design and implement Data Center networks, Racks, Physical security devices (Access control devices, IP Cams, Access doors) and coordinate with facilities teams.
* Configure HP, Dell and Lenovo Raid servers.
* Strong background and experience in TCP/IP networking of large-scale organizations
* Sit with Customers and understand their objectives and goals for every solution they need.
* Ensure client needs are met and deliverables produced on time according to specified project deliverables/scope.
* Collaborate with other departments to improve efficiency and overall service delivery.
* Managing the relationship Between the Vendors and Distributions.
* Supporting sales teams at all pre-sales stages also project managing the implementation of the Company solutions.
* Supported customers on day-to-day operations, fulfilling requests, resolving incidents and problems, managing changes.
* Documenting and template necessary documentation packages for customers as defined.
* Act as a speaker in company events and other marketing related activity.
* Searching for a new Solutions that suites the Gulf Market.
* Basic Knowledge in Linux operating system.
* Provide security-related consultation.
* Implementation and administration of various information security solutions for various vendors including the following
  + Firewalls: SonicWALL, FortiGate, Cyberoam.
  + Endpoint Protection: TrendMicro, Webroot.
  + Antimalware: Heimdal Corp.
  + Activity Monitoring: NexThink, Observe IT, Ekran System.
  + ITSM Tool: Service Desk Plus, Desktop Central.
* Other tasks and duties as needed to support the customer and/or business.

**System Support Engineer Al Moammar Information System -NIC Project- (Riyadh) From July 2015 till Nov 2016.**

* Acting as part of the team outsourced to Ministry of Interior (MOI).
* Managing the Main Office in Riyadh and Al-Kharj Site.
* Supported end users on the day-to-day operations.
* Travel to other Sites to Implement or Troubleshoots the system.
* Providing support to customers in systems configuration and security architecture.
* Monitor existing systems to ensure structural integrity.
* Responsible for installation and solving technical issues on any corporate SW or HW.

**IT Professional Service Nanjgel Solutions (Dubai) From September 2014 till April 2015.**

* Dealing with Cisco routers & switches and configuring & troubleshooting core network, as well as switching & routing the LAN & WAN environments.
* Build proof of concepts (POC), user stories and requirements for new products.
* Implementing Security Solution Such in an enterprise corporation.
* Supporting sales teams at all pre-sales stages and also project managing the implementation of the Company solutions.
* Manage all IT Problem within the organization and support the Employee.
* Other tasks and duties as needed to support the customer and/or business.

**Certifications Achieved:**

* **Service Management** (Certified ITIL V3)
* **Project management** (Prince2)
* **Nexthink** In Progress
* **Cyber Security** (Certified Ethical Hacker –CEHv11- In Progress ISO 27001- Fortinet: NSE1,2,3)
* **Network and system**  (CCNA, MCSA)
* **Cloud Security**  (In Progress CCSP)
* **SMB Specialization** for Account Managers & Engineer

**Official Training**

* **Service Management** (**ITIL** Foundation Course)
* **Training in CA Service Desk Manager**, **Manage Engine**, **Desktop Central, Nexthink, Ivanti Unified Endpoint**
* **Information Security** (**NSE4** Fortinet, **CSSA** Dell SonicWALL, **CE|H** -EC-Council)
* **Project Management** (**PMP**)
* **Network and Systems** (MCSA+ CCNA)

**Skills**

* **Decision Making**
* **Time Management**
* **Adaptability**
* **Teamwork**
* **Problem-solving and Communication skills**

**Education:**

* B.Sc. of Computer Science,
* Mansoura Faculty of information Technology, Mansoura University. Year: 2013.
* Graduation Project: web service contains all Mansoura City facilities. Project Grade: Excellent.
* **Language**: **Arabic (Mother Tongue), English (Fluent)**

**Personal Data:**

**Date of Birth:** Jul 1, 1992. **Marital Status:** Married.

**Nationality:**  Egyptian.