

# Hany Ahmed

Al Jizah, Egypt



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## Summary

Jun 2017 to Present

(3 years and 8 months)

Technical Support Specialist at Smart Cards Applications Company

May 2013 to Jun 2017

(4 years and 1 month)

Professional Freelancer at Khamsat.com — Fiverr.com

Sep 2004 to May 2013

(8 years and 8 months)

Technical Support Specialist at Microway, Inc.

May 2002 to Sep 2004

(2 years and 4 months)

Technical Support Specialist at Cable Network Egypt. CNE

Sep 1999 to May 2002

(2 years and 8 months)

Computer Technician at EL WAHA Co

## Experience



### Technical Support

Smart Cards Applications Company

Jul 2017 - Present (3 years 11 months +)



### Outsourcing Technical Support Specialist

Efaad For Web Solution

Apr 2013 - Present (8 years 2 months +)

Professional web hosting support specialist

Implementation, administration and fully managed services for the hosting services



### Outsourcing Technical Support Specialist

Ali Yassin Law Firm

Jun 2014 - Jan 2021 (6 years 8 months)

Full management for the IT infrastructure and supporting for the employees team



### Outsourcing Information Technology Consultant


Cairo Trading


Oct 2015 - Jan 2020 (4 years 4 months)


Full management for the IT infrastructure and supporting for the employees team


 **Professional Freelancer**  
Khamsat.com | خمسات  
Feb 2013 - Apr 2017 (4 years 3 months)

 **Professional Freelancer**  
Fiverr US  
Apr 2013 - Feb 2017 (3 years 11 months)

 **Outsourcing Technical Support Specialist**  
Qanawat IPTV services  
Jan 2013 - Aug 2016 (3 years 8 months)  
Online remotely support for implementation and administration for the IPTV infrastructure

 **Computer Technician and technical support**  
Microway, Inc.  
Sep 2004 - May 2013 (8 years 9 months)

 **Web Support Specialist and Advisor Outsourcing**  
AMIS  
Jan 2005 - Jun 2009 (4 years 6 months)  
Administration and technical Advisor for the health care online project

 **Technical Support Specialist**  
BlueSky Resource Solutions  
Mar 2004 - Jul 2005 (1 year 5 months)  
Tracing system installation and implementation  
For handheld devices.

## Licenses & Certifications

 **Google Digital Marketing - Google**  
5D3XERBD8

 **JETBACKUP - CloudLinux**  
752b-724d-2686-2379

 **CPANEL & WHM SALES PROFESSIONAL CERTIFICATION (CPSP) - cPanel**  
800b-e643-abb1-ac94

 **IMUNIFY360 CERTIFICATION - CloudLinux**  
97ee-31ff-0503-f13e



**LITESPEED CERTIFICATION** - CloudLinux

b5cd-dbd7-91ee-1689



**CPANEL PROFESSIONAL CERTIFICATION (CPP)** - cPanel

d39b-07e8-30bd-a96e



**CPANEL & WHM ADMINISTRATOR CERTIFICATION (CWA)** - cPanel

c9c6-8385-50a2-1b4f



**CPANEL & WHM SYSTEM ADMINISTRATOR I CERTIFICATION (CWSA-1)** - cPanel

6196-1763-a3e4-4449



**CompTIA A+** - CompTIA América Latina



**CompTIA Network+** - CompTIA



**Certified Ethical Hacker (CEH)** - EC-Council University



**Certified Ethical Hacker (CEH)** - Udemy



**Microsoft Certified Technology Specialist** - Microsoft



**Windows Server 2008, Server Administrator (MCITP)** - Microsoft



**Microsoft Certified IT Professional: Enterprise Support Technician** - Microsoft - Microsoft



**Web Development** - Udacity



**Web Development** - Information Technology Industry Development Agency, ITIDA  
HFY6GNKP



**Full Stack Developer** - Udacity



**WordPress 5 Essential Training: Site Administration** - LinkedIn



**WordPress 5 Essential Training** - LinkedIn  
ARydSZrQkG6dJfHYFiEcyB9UR7DU



## **WordPress: Building a Secure Site - LinkedIn**

AQ5R5LymkvK0BlsyRHtZysqPC7pb

### **Skills**

Amazon Web Services (AWS) • Technical Support • Linux • Information Technology • Computer Network Operations • Wireless Technologies • Virtual Private Network (VPN) • IP Cameras • Microsoft Azure • Software as a Service (SaaS)

### **Honors & Awards**



#### **Google Local Guide Level 7 - Google Foundation**

Oct 2020

I helping Google to enhance Google maps and Google business

What is Google Local Guide is a Google user taking part in a program of activity that rewards them for frequent contributions to Google Maps. Users tend to skew towards Android smartphone owners due to the in-built Google access via their devices, but the program is available to anyone with a Google account and access to the Google Maps app.

The premise is very simple: every contribution (submitting a photo, writing a review, answering a Q&A question from another user, choosing an attribute for a business/location you've visited, suggesting an edit to a Google My Business profile, etc.) is worth points.