**Ramadan Mansoura**

**Washington, PA 15301**

**OBJECTIVE**: Seeking permanent work as Senior Desktop Support Technician - Network Systems Administrator

**HARDWARE**: IBM PC compatible workstations and servers; Cisco IOS-based routers, 3Com switches, PIX firewall.

Ethernet network installation. Laser printers. Scanners. RAID arrays. Various backup storage systems.

APC UPS hardware.

**SOFTWARE**: Microsoft Outlook; Microsoft Exchange Server 2003; Active Directory; MS Windows 7/8/2003/2008; Microsoft Office 2003; Linux; MAC OSX; Apache web server; IIS; DNS; Norton Anti-Virus; various firewall/security solutions; Veritas Backup Exec; VMware Virtualization and Cloud Computing.

**WORK HISTORY**:

**May 2006 - May 2013**

**VMware /Zimbra - Sr. Technical Support Engineer, Palo Alto, CA**

* Coordinate with R&D, QA & Support to troubleshoot/resolve customer issues using WebEx, Go-To-Meeting, SSH, IM/Skype
* Assist team members
* Technical writing of Zimbra release notes
* Create WIKI pages to document the product to use as customer reference tools
* Working with sales team in a pre-sales engineer capacity
* Involved in the interview process of new team members & training new support engineers
* Maintaining support lab consisting of 200+ machines in a virtual environment
* Sales Force system for ticketing and customer entitlement.

**2001 – April 2006**

**Contract Computer Consultant San Francisco Bay Area, CA**

**Robert Half Technology, Systems administrator - Chevron Project**.

Build a central logging infrastructure using Open Source Software (Apache, MySQL, Syslog-ng and PHP).

Build a bug tracking system using Open Source Software (Mantis, Apache, MySQL and PHP).

Performed Security audits on database applications (Oracle 9i, DataTrac and DocMagic).

Upgrade IBM Xseries Hardware Management Console server (Version 4.3 to Version 4.5).

Upgrade IBM AIX pSeries server (Version 5.2 to Version 5.3).

Build secure Linux server (Fedora Core 4).

Helped with the end users issues using Track-IT Enterprise 6.5 ticketing system and PcAnywhere.

**Robert Half Technology, Migration - IronPort Project**

Helped with Email security using proofpoint messaging security server.

Together with a team of professional contractors and in-house technical personal, helped in the move and reconfiguration of 3000 servers (FreeBSD), switches, and firewall/vpn servers to a new facility.

Also helped in the move and reconfiguration of VOIP phones, desktops and printers.

**Storage Network Industry Association (Desktop Support – Network Administrator) duration one year**

Server installation, upgrades, maintenance, troubleshooting.

Network security (Pix Firewall), antivirus and spam filtering.

Deploying and maintaining Qmail server.

Install, configure and maintain Windows 2000/2003 network.

Authorized hardware/software purchases.

Providing back-up resolutions.

**Bay Funding Financial Corporation (Desktop Support – Network Administrator) duration nine months**

Suggesting hardware configurations based on the customers’ needs and budget.

Securing networks against hostile external and internal attacks.

Authorized hardware/software purchases.

Deploying various remote management solutions.

Desktop hardware upgrades/repairs.

**July 2000 – July 2001**

**IAsiaWorks, Inc. Helpdesk Engineer Burlingame, CA**

Supporting 110 users in the corporate office plus five remote national/international offices.

Rolling out new laptops using Ghost application.

Authoring user requirements and training users.

Maintaining two NT servers, CommuniGate Pro mail server running RedHat 6.2. Apache web server running

FreeBSD 4.0.

Maintaining corporate DNS/DHCP server.

Managing user remote access for dial-up connection using Radius Server/IPass.

Checkpoint Firewall running on Solaris 2.6. OpenBSD2.8 firewall/NAT/VPN.

Cisco routers/switches.

Participated in the relocation of the company’s network from San Mateo to Burlingame.

Performed server’s backup using HP Openview.

Participated in relocating the database servers to PAX datacenter.

**Oct 1999 - June 2000**

**First Consulting Group Contract Computer Consultant San Francisco, CA**

Working with a team of engineers on migrating 4000 nodes at UCSF Medical Center Campuses to a new network.

Windows NT Workstation/2000 with Novell Client.

Scheduling user migration/follow-up in a time-critical environment.

Performed work on Windows NT Server, Novell Server, Unix Server, Zyplex Terminal Server.

Cisco catalyst switches; network cabling.

**1994 – 1995**

**Naval Forces – Honorary Discharge**

**EDUCATION**:

**Alexandria University –** BS with emphasis on Archaeology/Egyptology

Suse Linux System Administration Certified 2012

VMware vSphere 4/5 training

Ongoing training on Zimbra Collaboration Suite

Sun Solaris 8 Certified

Microsoft Certified Systems Engineer for Windows 2000

A+ Certified

**LANGUAGES:**

Read/Write/Speak/Comprehend: English, Arabic, French and German

**REFERENCES**: Available upon request.