

Ahmed Ismail

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IT Technichal Experience (G U L F + Egypt+EU) = 15 + Years

Education: (MIS) / Management Information Systems
Delta-Akademie, Egypt 2005

Languages: **B2** English, **B2** German.

Achievements: Led the successful acquisition of projects involving Microsoft server farms (Exchange Online, MS SQL, Azure AD), system backups, IP camera installations, fiber optic networks, and secure WLAN infrastructure implementation across Egypt and the United Arab Emirates.

Personal Website:

<https://shehab12345.github.io/Ahmed/index.html>

LinkedIn Account :

<https://www.linkedin.com/in/ahmed-ismail-20996230/>



CCNA

Cisco ID: CSC012177786

Microsoft

Microsoft ID:SR3396348

The Core Techniques

IT Administrator

Sales Engineer

Network Technical Support

Desktop (PC) Support

Test Engineer

IT-Courses:

Sales Engineer Professional.

Wireless (IUWNE) Cisco (CUWPW) workshop.

Linux Disc Conf & Mangt.

Intro VMware Vsphere7

VMware troubleshooting

AWS Hands on S3

CLOUD BASICS

VLOUD DB Services

V-hyper

Summary of Core Competencies and Skills:

IT Administrator in Contechnet, (Nov 2023 – Now)

www.contechnet.de

- Configuration of vSphere 7.
- Configuration of network devices and network design.
- Troubleshooting critical IT issues.
- Commissioning of a new alarm system.
- Backup von virtuellen Maschinen und Produktionsumgebung in Veeam.
- Upgrade on-premise environment to the cloud.
- Maintenance of TCP/IP networks and Jira ticket system.
- Reparatur und Wartung von TCP/IP-Netzwerken und Jira Ticket System.
- Creation of disaster recovery plans for all environments.
- Implementation of 802.1x authentication for internal network security.

Experience:

Senior IT Administrator in Alqaed, (Jan 2017 – Jan 2023)

www.alqaed-eg.net

- Implementation of new systems and technologies.
- analyzing technical advantages for specific business challenges and adept at proposing innovative solutions, effectively gaining support across all organizational levels.
- Keeping an accurate inventory of all PCs and peripherals.
- Working with remote support for troubleshooting.
- Maintains computer equipment and software updates.
- Preparing a disaster recovery plan.
- Troubleshooting and optimizing TCP/IP networks to increase performance and reliability.
- Configured and managed complex networks with high-end switches and routers to ensure network stability and security.
- Doing full-stack web development, including both frontend and backend.
- Troubleshooting and optimizing TCP/IP networks to increase performance and reliability.

Al Bayraq, (Jan 2014 – Jan 2017) Als Senior Solution Engineer

www.al-bayraqco.com

- Selling IT products ,I Cameras ,Network and Software solution.
- Verantwortlich für das Lösen von Networking-Tickets.
- Fehlerbehebung und Lösung aller technischen Probleme, Konfiguration von LAN und Wireless-Netzwerk.
- Using and integrating various APIs and SDKs to enhance system functionality and interconnectivity..
- handling web development tasks, encompassing both frontend and backend components.
- Solving problems and customer support.
- Migration of legacy applications to a containerized environment.
- Conducting penetration tests and security audits to identify vulnerabilities in the IT infrastructure.
- Identifying customer pain points and proposing customized IT solutions that deliver measurable business value
- Setup and monitoring of SIEM (Security Information and Event Management) systems for proactive threat detection.

Cisco Courses:

CCNA

Route

Switch

CCNP

MCITP

Hardware and Networking

Work with:

Contechnet <https://www.contechnet.de/>

Al Qaed www.alqaed-eg.net

Al Bayraq www.al-bayraqco.com

ADNOC <https://www.adnoc.ae/>

ECC Solutions www.eccsolutions.net

Egynet (Etisalat) www.egynet.com.eg

Key Qualifications:

TeamWork.

Teaching IT.

Networking.

Microsoft Applications.

VMWare-Systemen.

Storage Technologies.

Experience:

ADNOC(Aug 2009 – Nov 2013) als **Senior Operator**

<https://www.adnoc.ae/>

- Formatting and installation of Windows 7 / Windows 10 / Windows 11.
- Analysis and design of new server and storage systems.
- Monitoring the network using tools like Cisco and maintaining connections.
- Implementation, testing, and management of fiber and UTP links.
- Maintenance and arrangement of the data center according to the seven layers.
- Installation/rebuilding of servers and configuration of software and hardware according to standard operating requirements for NAS and SAN security settings.
- Experience in the installation and management of VMware systems.
- Installation, configuration, and management of VMware systems to support virtualized server environments.
- Maintenance and arrangement of the data center according to the seven layers.
- Installation/rebuilding of servers and configuration of software and hardware according to standard operating requirements for NAS and SAN security settings.
- Experience in the installation and management of VMware systems.
- Installation, configuration, and management of VMware systems to support virtualized server environments.
- Managed technical sales and integration projects for telecommunications clients, leveraging cutting-edge technologies to enhance network performance and customer satisfaction.
- Led the technical pre-sales efforts for a major mobility company, providing innovative solutions that improved their operational efficiency and customer experience
- Successfully implemented secure KYC solutions for several financial service providers, enhancing their compliance with industry regulations and improving customer onboarding processes.

ICT Infra:

- Networking
- Firewalls/ N/w Security
- IP Telephony.
- Wireless / WLAN
- Active Directory
- DNS/DHCP
- Managed IT Services
- VMware Infrastructure

Key highlights:

- **Negotiation.**
- **MACMON.**
- **Network Admin**
- **Windows 2003, 2008.**
- **2012 & 2016 servers.**
- **Telecom.**
- **Infrastructure.**
- **Problem-solving**
- **Jira.**
- **System Update.**
- **Interpersonal skills.**
- **Sales Support**
- **Remote User Support**
- **Hardware Wartung.**

ECC Solutions (Telecom service provider), Augr '2007 –sMarcht'2008)

Experience:

as Junior Network Support Engineer

www.eccsolutions.net

- Installation and maintenance of office and campus networks. Troubleshooting with TCP/IP and data.
- Handling video conference connectivity issues. Configuring and troubleshooting ADSL – WLAN routers.
- Providing proper guidance and awareness about laying OFC links and UTP for client companies.
- Troubleshooting computer hardware and software operating systems.
- Maintenance of Microsoft Windows Servers 2003, 2008, etc., and Windows OS clients.
- Installation and maintenance of Checkpoint firewall, IP telephony, network printers, scanners, etc.

Sales Skills:

- Solution Selling
- Technical Presentations
- Proposal Development
- Objection Handling
- Negotiation Skills
- Managed IT Services
- Post-Sales Support
- Sales Cycle Management
- Needs Assessment.

Etisalat (Telecom service provider), Egynet (Jan 2007 –March 2007)

as Tranee

www.egynet.com.eg

- Analysis and design of new server and storage systems.
- Monitoring the network using tools such as Cisco.
- Support for customers in the design, troubleshooting, and implementation of various routers, switches, and wireless devices.
- Resolving application requests and incidents, as well as performing operating system installations, configurations, reviews, troubleshooting, and tests on servers, workstations, and computers.
- Analyzing the network with network monitoring tools.
- Delivering compelling presentations that showcase the technical capabilities and benefits of proposed solutions.

Main points :

- Lead Generation.
- Presentation Skills.
- Sales Strategies
- Problem-solving abilities
- VMware Infrastructure
- Client Relationships.
- Problem Analysis.
- Closing high-value deals.
- Programming languages (HTML, CSS, JavaScript)