

RESUME

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IT TECHNICAL EXPERIENCE (GULF + Egypt) = 16 + YEARS

IT TECHNICAL SUPPORT ENGINEER

Education: (MIS) / Management Information Systems
Delta Academy, Egypt
Class of 2005

Languages: B2 English, B2 Deutsch.

Achievements:

A lot of successful IP cameras Fiber and CCTV Projects in Egypt and UAE.

professional career for the growth of organization.

Highly professional Networking Certificates and linguistic

**Desired job profile: IT Technical
Support or Software Testing
Engineer**

Summary of Core skills & Competencies:

Al Qaed, (Jan 2017 – Jan 2023) as Senior Technical Support Engineer

- ▯ VPN setup, maintenance and troubleshooting.
- ▯ Work with remote support for troubleshooting.
- ▯ Troubleshoot and repair Server software issues.
- ▯ Implementing new systems and technologies.
- ▯ Improve search-engine rankings.
- ▯ Keeps computers equipment's and software updated.
- ▯ Publish digital marketing content online.
- ▯ Develop projects to create content.
- ▯ Keeping an accurate inventory list of all PCs and peripherals.
- ▯ Prepare a disaster recovery plan.
- ▯ Repairing and maintaining TCP/IP networking and HW.
- ▯ Monitoring network connectivity performance.



Cisco

Cisco id: CSC012177786

Microsoft

Microsoft ID: SR3396348

CORE TECHNICAL

**System Engineer
Network Technical Support
Desktop (PC) Support
IT Support Engineer**

IT Courses:

- IP Route and Switch.
- Wireless (IUNWE) Cisco (CUWPW) workshop.
- Linux Disc Conf & Mangt.
- Intro VMware Vsphere5
- VMware troubleshooting
- AWS Hands on S3
- Cloud BASICS
- Cloud DB Services
- Docker
- Hyper-V
- MySQL
- SQL Server
- CCNA
- IP Telephony

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Professional Experience:

Al Bayraq, (Jan 2014 – Jan 2017) As IT Engineer

- Configuration of Outlook 2003/2007/2010/2013.
- Responsible for purchasing of IT products.
- Responsible for email handling.
- Troubleshooting and solving all technical problems, configure LAN and wireless network.
- Installing, configuring, troubleshooting DNS, DHCP, IIS, ROUTING & REMOTE ACCESS SERVICE, TERMINAL SERVICE,
- Establish new IT policies, which defined use of IT Assets within the Company.
- Video conference configuration and Installation.
- Troubleshooting LAN, CAN, WAN and Wireless connectivity.

ADNOC(Aug 2009 – Nov 2013) www.adnoc.ae

Senior Operator

- My responsibilities include IT implementation including networking in remote areas of PI, ATI, GSAD and ADNOC Head Quarter Three Buildings.
Install/rebuild servers and configure software, hardware, peripherals, services, settings, directories, storage, etc. accordance with standard operational requirements.
- Responsible for Office IT devices and network (LAN).
- Formatting and Installation of Windows XP / Windows 7 / Windows 8.
- TCP/IP configuration in Windows Network Infrastructures
- Analyze and design new Server and Storage Systems.
Monitors the network using utilities like Cisco etc.
- Maintenance of connectivity.
- Implementation, testing and management of Fiber and UTP Links.
- Configuration, troubleshooting of variety Series including higher end switches and routers.
- Data center maintenance & arrangement.
- Commissioning, Maintaining and monitoring the Leased

Cisco Courses:

CCNA

Route

Switch

CCNP

MCITP

Hardware and Networking

Worked with:

• Al Qaed
www.alqaed-eg.net

• Al Bayraq

• ADNOC
www.adnoc.ae

• ECC Solutions

• <https://www.eccsolutions.net/>

• Egynet (Etisalat)

Key Skills

Teaching.

Networking.

Microsoft Applications.

Storage Technologies.

RAID 0,1,4,5,6,10

SAN,NAS,iSCSI

Hardware
Troubleshooting

Database
knowledge

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ECC Solutions (Telecom service provider), (Apr '2008 – sept'2008)

Network Support Engineer <https://www.eccsolutions.net/>

- Installation and maintenance of office & campus networks.
- Troubleshooting system related issues (windows desktop clients/Network printers and scanners), TCP/IP troubleshooting.
- Handling Video conferencing connectivity issues.
- Configuration and troubleshooting of ADSL wireless routers.
- Providing proper guidance and awareness about laying of OFC links and UTP for the customer.
- Troubleshooting computer hardware and software related issues.

Etisalat (Telecom service provider), Egv net(Aug 2007 –Jun2008)
<http://www.egynet.com.eg/>

Technical Support Engineer

- Marketing of Software to customers.
- Providing support for customers in Design, Troubleshooting and Implementation of various router, switches and wireless devices.
- Responsible for Installing and maintaining PC & Accessories at various Client Sites.
- Resolved Application queries and Incidents.
- Performed various Operating System Installation, Configuration, Verification, Troubleshooting and Testing of Servers, Workstations and other Computer Accessories.
- Direct the Development, Implementation and Administration of all IT Services. - Analyzing the network using network monitoring tools.
- Maintenance of Microsoft Windows Servers 2003, 2008, etc. & Windows OS Clients.
- Checkpoint Firewall installation and maintenance.
- IP Phones, Network Printers, Scanners etc.

ICT Infrastructure:

- Firewalls/ N/w Security
- IP Telephony
- Wireless / WLAN
- Active Directory
- DNS/DHCP
- Managed IT Services
- SQL Server
- VMware Infrastructure
- Active Directory
- VPN configuration

Key Highlights:

- Excellent Sales profile
- Software Services, IT Infrastructure, Telecom
- **SQL DB-PHP**
- Network Admin
- **Windows 2003, 2008, 2012 & 2016 servers**
- Linux
- **365** Microsoft Office
- Windows 7,10 and 11
- Help Desk Support
- Remote User Support
- Hardware
- Switches Configuration
- IP Telephony