

# MOHAMED SEDDIEK

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139 Al Sad, beside the police station, Doha | +974 774 13 8 13  
[Mohamedseddiek@hotmail.com](mailto:Mohamedseddiek@hotmail.com) – 33 Years  
Egyptian – Married – NOC



## APPLICATIONS & SYSTEMS ENGINEER.

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Manages and coordinating projects systems with supporting and troubleshooting.

## RESPONSIBILITIES & ROLES

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- Implementing softwares
- Reviewing the hardware & network existing and see the project requirements
- Initiating and monitoring the project
- Establishing project parameters
- Committing resources including budget
- Developing or overseeing development of the project plan
- Ensuring impediments are identified and resolved quickly
- Controlling costs
- Communicating day-to-day activities of the project
- Coordinating customer resources to the project
- Building a project team and managing project personnel
- Formulating actions for the project plan
- Assigning tasks to customer project team members
- Acting as initial post-sale contact
- Working with customer to establish a project plan
- Assigning and overseeing the implementation resources
- Monitoring and overseeing all activities
- Communicating with the customer Project Manager/Team Leader
- Coordinating the tasks to be completed by our implementation team
- Developing Statements of work for requested customization of reports and add-ons as required
- Scheduling work and ensuring completion of deliverables
- Dealing with day-to-day issues as they come up
- Consulting with customer team members to determine training requirements
- Developing a training scheduling
- Arranging for necessary training materials
- Delivering training
- Servers & databases maintenance
- User administration (setup and maintaining account)
- Verify that peripherals are working properly
- Quickly arrange repair for hardware in occasion of hardware failure
- Monitor system performance
- Install software
- Create a backup and recovery policy
- Monitor network communication
- Update system as soon as new version of OS and application software comes out
- Implement the policies for the use of the computer system and network
- Setup security policies for users.
- Password and identity management

## WORK HISTORY

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DEC. 2016 - PRESENT     **AL MAL HOLDING**  
**(BANI HASHIM – ITQAN SECURITY – BERNY SECURITY)**  
**Applications & Systems Engineer**

[www.almal.com.qa](http://www.almal.com.qa)

[www.bernysecurityservices.com](http://www.bernysecurityservices.com)

Responsible for the secure and effective operation of all computer systems, related applications, hardware and software that is used within a wide range of public and private sector organization.

- Managing the applications: POS, Retail, Accounts Payable, Accounts Receivable, Cost Control, Stock Control, Attendance, and Payroll. Installing, fixing, implementing, troubleshooting, support and monitoring the reports.
- Managing & monitoring the replications process and vpn connections between servers for databases.
- Install and configure computers operating systems and applications & monitoring network and existing systems to ensure structural integrity replace parts as required
- Managing (CCTV Monitoring Systems– Access Doors – Public Address - UPS – Data Centre Solutions - Structure Cabling - IP telephone) and related components
- Design and implement security systems and redundant backups to maintain data safety
- Supervises activities and ensures the proper implementation of the related low current systems policies and procedures.
- Ensures the regular verification, implementation, maintenance, and functionality of the low current system.
- Ensures the proper implementation of the Low Current Systems to avoid and resolve any occurring problems
- Ability to recommend development plans for Low Current systems in order to meet the required level of efficiency
- Oversee the development and installation of new hardware and software
- Ensure constant availability of technical resources
- Write custom scripts to reduce the need for human intervention
- Follow up clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues
- Provide support, including procedural documentation and relevant reports
- Follow diagrams and written instructions to repair a fault or set up a system
- Respond within agreed time limits to call-outs
- Work continuously on a task until completion (or referral to third parties, if appropriate)
- Priorities and manage many open cases at one time
- Rapidly establish a good working relationship with customers and other professionals, such as software developers
- Test and evaluate new technology
- Supervises activities and ensures the proper implementation of the related low current systems policies and procedures.
- Ensures the regular verification, implementation, maintenance, and functionality of the low current system.

## Projects:

Head Office – Al Mal Holding	2 Servers
Real Madrid Official Stores	3 Shops
OTP Pharmacies	3 Shops
Bayet Aldoby Laundries	2 Shops
Qatar Cuisine	1 Cuisine
Sojennie Paris Cafes	2 Cafes
Max Burger Restaurant	1 Restaurant

Responsible for over than 16 pages in social media “Facebook, Twitter and Instagram” for all the group companies.

Social media responsible for all the group accounts:

- Administrate the creation and publishing of relevant, original, high-quality content.
- Identify and improve organizational development aspects that would improve content.
- Create a regular publishing schedule.
- Leverage the right tools to manage your content.
- Implement a content editorial calendar to manage content and plan specific, timely marketing campaigns.
- Promote content through social advertising.

Accounts on Facebook, Twitter & Instagram:

- Bani Hashim Trading
- Qatar Cuisine
- Tembah Magazine
- Sayrafah Islamic
- QCPA
- Al Mal Holding
- Echo Media
- Echo Investement
- American Hospital
- Al Rassoul Channel

[www.bright-itsolutions.com](http://www.bright-itsolutions.com)

Responsible for the hospitality applications (Medical software, Restaurants & Cafes POS, Retail software, Cost Control, Stock Control).

- Implement the software and confirm the customers' requirements has been delivered.
- Setting the project plan after making the site survey.
- Following up the software achievements and if there are any other missing requirements to be delivered to the development team and follow up with them until deliver the requirements to the customer by replacing the exe or upgrading the database.
- Install and configure the applications on customer computer, and prepare the server database.
- Applications users training.
- Support customers by visit face-to-face, over the phone or by remote access, to resolve issues for software & database.
- Provide support, including procedural documentation and relevant reports
- Follow diagrams and written instructions to repair a fault or set up a system
- Support the roll-out of new applications
- Priorities and manage many open cases at one time
- Test and evaluate new technology
- Conduct electrical safety checks on computer equipment.

Projects:

Real Madrid Official Stores	Icon Medical Center	Al Jaber for Watches	Harees Alwalda Restaurants	2 B Kitchens	Ecowash
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[www.comsyssoftware.com](http://www.comsyssoftware.com)

Responsible for the hospitality applications (Hotels, Medical, Restaurants & Cafes POS, Retail software, Cost Control, Stock Control, Customers, Suppliers).

- Implement the software and confirm the customers' requirements has been delivered.
- Setting the project plan after making the site survey.
- Following up the software achievements and if there are any other missing requirements to be delivered to the development team and follow up with them until deliver the requirements to the customer by replacing the exe or upgrading the database.
- Install and configure the applications on customer computer, and prepare the server database.
- Applications users training.
- Support customers by visit face-to-face, over the phone or by remote access, to resolve issues for software & database.
- Hand over with project documentation after project closed.
- Provide support, including procedural documentation and relevant reports
- Support the roll-out of new applications
- Follow up the opening tickets and communicates the customers

Projects:

Hotels:	
- Azur	- Three Corners
- Sharm Reef	- Tropicana Resorts
- Dessole Hotels	-
Restaurants & Cafes:	
- Cairo Tower	- On Track
- Ebn El Balad Resta	- Roastery
- Carlos	- Kasr AlShouk
- Cinnabon	- Hacienda Bay
- Cilantro	- La Pietra
- The Burger Factory	- Tutti Matti
- Taj Sultana	- Cafee Virgano
- Movenpick	- Kafficho
- Londoner Burger	- Gloria Jean's
- House of Donutes	- Cairo Kitchens
- Retro	- Carvel Ice Cream
- Sinos	- Andrea
- Segafredo	- Blue Nile
- TBS the Bakery Shops	- Manhattan Burger
- Jimmy's	- Rocca Razzo
- Chez Edy	- Cafe Mo
- Diet House	- Baladina
- El Borg	-
Retail:	
- Hedeya	- Game Valley
- Choice	- Kattameya Heights
- Kams	- Alessi

## EDUCATION

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2001 – 2005

### COMPUTER SCIENCE

SHROK ACADEMY for Information Technology

- BCs. Computer science

2002 – 2004	<b>MCAD</b>
	MCP certified for exams 229 & 316
2015 – 2017	<b>MCSA</b>
	Windows Server 2012 - 2016
2009 – 2009	<b>CISA</b>
2012 – 2012	<b>PMP</b>

## MCP certified for exams 229 & 316

**Microsoft Certified Professional Transcript**

Last Activity Recorded: September 23, 2004  
Microsoft Certified Professional ID: 3251722

MOHAMMED MAHMOUD SEDDIEK MOHAMMED  
7 TAHA HASAN ST.  
**FROM ELMARDEENY ST. - / EZBET MEKKAWY - HADAYEK EL KOBBA**  
CAIRO, Cairo 11331 EG  
allemnyhawak@hotmail.com

**Microsoft Certification Status**

Credential	Certification / Version	Date Achieved
Professional	MCP 2.0 -- Certified Professional	September 09, 2004

**Microsoft Certification Exams Completed Successfully**

Exam ID	Description	Date Completed
316	Developing and Implementing Windows®-based Applications with Microsoft® Visual C#™ .NET and Microsoft® Visual Studio® .NET	September 23, 2004
229	Designing and Implementing Databases with Microsoft® SQL Server™ 2000 Enterprise Edition	September 09, 2004