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# MAHMOUD IBRAHIM ELBOSATY

**Address :** Abu Dhabi  
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**Notice Period :** Immediately



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## Profile

An enthusiastic network and IT support engineer with the necessary determination needed to resolve complex network issues. Possessing effective organizational skills and excellent working knowledge of networking technologies and have commitment to keep up to date with the latest developments. Now looking for new and challenging position where i can use my technical knowledge and skills.

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## Education

**BACHELOR DEGREE OF MANAGEMENT INFORMATION SYSTEMS. (M.I.S)**  
**YEAR: 2015**

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## Experience

**7/2019 -present**

### **IT Support Engineer**

**DCT-Department of Culture and Tourism**

- Microsoft office 365 migration.
- Install and repair all PC hardware, laptops and peripherals.
- Daily monitoring of support tickets for all allocated customers by (HPSM) .
- Solving tickets by remote access software (SCCM& TeamViewer).
- Troubleshoot, and resolve issues regarding Windows and MAC.
- Communicate with IT staff/management to discuss problem status, policies, procedures, and documentation.
- Responsible for formatting and imaging systems by SCCM & Acronis.
- Completed troubleshooting and repair when computers had problems.
- Walking customers through installing applications and computer peripherals.
- Report customer feedback and potential product requests

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**11/2018 -7/2019**

### **IT Support Engineer**

**FAB-First Abu Dhabi Bank**

- Install & configure network printers and personal printers.
- Encrypting Laptops using Bit locker.
- Solving tickets by remote access software (SCCM).
- Installing and troubleshooting T24, ICCS and Bank applications.
- troubleshooting and repairing when computers had problems.
- Responsible for formatting and imaging systems by SCCM & Acronis.
- Completed troubleshooting and repair when computers had problems.
- Trouble shoot and resolved desktop support issues
- Installing and Setup Avaya IP Phones

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10/2017 -10/2018

### **IT Support Engineer**

ADIB-Abu Dhabi Islamic Bank

- Taking Care of all PCs in Abu Dhabi area (HQ and Branches).
- Installation and configuration Win7 and Win 10.
- Install & configure network printers and personal printers.
- Encrypt Laptops using McAfee drive encryption.
- PC hardware and software maintenance servicing and troubleshooting.
- Daily monitoring of support tickets for all allocated customers by (HPSM) .
- Solving tickets by remote access software.
- Install and configure Bank's Applications.
- Setting up computers, emails, printers, and necessary network access for new joiners.
- Imaging PCs by SCCM (System Center Configuration Manager).
- Installing and Setup Cisco IP Phones (7940, 7945 and 8841).
- Taking handover of IT Equipment from Leaver.

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04/2015 -05/2017

### **Network Engineer**

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Responsible for Maintaining, configuring and troubleshooting LAN devices such as Switches, routers and firewalls.

Duties;

- Monitoring network performance to determine whether adjustments need to be made.
- Installing, configuration and troubleshooting network routers, switches and security devices.
- Assisting the IT department with various IT-related upgrades, projects, and tasks.
- Resolving network related issues in a timely manner.
- Documenting network configuration and operational procedures.
- Evaluating emerging network and security products and technologies.

### **Certificates**

- **CCNA** (Cisco Certified Network Associate).
- **CCNP** (Cisco Certified Network Professional).
- **CCNAcyber ops**
- **Cisco ID** (CSC012736836).

### **Courses**

- **MCSA**(Microsoft Certified System Admin).

### **Networking Skills**

- Advance Configuration Knowledge of Cisco Routers and Switches.
- Good knowledge about fortigate firewalls.
- Strong in IP Networking and Routing Protocols: EIGRP, OSPF, RIP, BGP and MPLS.
- Experienced in Switching: Vlan, STP and Etherchannel.
- Strong Knowledge about Redundancy Protocols : HSRP, VRRP and GLBP
- Basic knowledge about IP Telephony (VOIP).
- Strong security skills: ACL, VPN, GRE & DMVPN Tunnels, port security and IPsec.
- Familiar with Microsoft Server: ActiveDirectory, Group Policies, DHCP and DNS.