

Ahmed Azzam

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SUMMARY

Seeking an equivalent position in an international organization adopts multinational's standards, working environment and rewarding system, targeting scopes of business development, where I can further enhance and develop my academic, professional and interpersonal skills

WORK EXPERIENCE

Technical Specialist / Sr. Technical Lead (Current)

FEB 2009 - Present

Vodafone Egypt

- Virtualization Environment Administration and operation Support - VMware VSphere (4.1,5.0,5.5, 6.x ESXi)
- VMware VRealize Operations for Monitoring / VRealize Automation
- Enterprise Servers (Rack Mounted, HP Blade Systems) Support and Management
- Storage Administration EMC (CLARiiON, VNX, Celerra , Centerra), HP (EVA, MSA, 3par), NetAPP
- SAN Management (HP Virtual Connects, Fibre Switches)
- Microsoft Windows Clustering implementation and operations (2003, 2008, 2012)
- Microsoft File Service Management. (Cluster File Shares, DFS, FSRM)
- Microsoft Active Directory as Domain Administrators (vf-eg) 18000 User / 570 Member Server / 20 Domain Controller
- External Hosting DNS, Local DHCP, Microsoft forefront identity management
- Managing Vodafone Public Cloud (IaaS, SaaS) / Private Cloud (Huawei)
- Docker (Container Technology) on windows platform.

Projects | Achievements | Business Assignments

- Managed Desktop Systems Revamp Project, Virtualization Ratio resulted 80% (Vodafone G5 No1)
 - IP Call Center Project (Infrastructure design and installation)
 - Desktop as A Service for Egypt Call Center (Virtualization Infrastructure design and installation)
 - Managed Symantec File Archiving implementation project for UK Call Center
 - End of Life hardware business cases and purchasing orders initiation
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Senior Technical Support Engineer - HQ Technical Lead

AUG 2005 – JAN 2009

Vodafone Egypt

- Test, evaluate and Deploy client applications on Vodafone desktops / laptops
- Application support - International call centers for Vodafone (New Zealand - Australia)
- Ensure all desktop incidents and requests reported by Vodafone staff are solved within agreed SLA

Projects and Achievements

- International call centers from desktop point of view and application deployment (New Zealand – Australia)
 - Implemented new desktop imaging solution to have one universal desktop image
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Support Center Engineer -IT Help Desk

MAR 2004 – JUL 2005

Vodafone Egypt

- Respond to Internal customer calls / requests and provide first line support to desktop users and Vodafone Staff
 - Manage users accounts and access rights / IT Daily Health Check
 - Assign and follow up user requests and / or problems to second line support
 - Adhere to ISO procedures and IT internal policies to maintain agreed SLA
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Other Technical Expertise

- Provided technical consultation for International Medical center on Cisco products
- Freelance Trainer (ARADO) Arab Organization for Administrative development (Part of Arab League)
- Trained Infrastructure dep for AMAN Company for E Payment services – Raya Subsidiary on HP 3Par Storage Administration

Courses Delivered

Managing HP EVA P6000 Storage
Microsoft windows infrastructure
HP Blade System
HP Virtual Connect
Red Hat Linux I

TECHNICAL TRAININGS

VMware

- VMware NSX-V
- VMware Optimize and Scale
- VMware Troubleshooting
- VMware Design Workshop
- VMware vSphere: Install, Configure, Manage
- VMware Virtual Desktop Manager [V3.5]

HP

- HP Blade Systems
- HP Systems Insight Manager
- Remote Deployment Using HP RDP

Microsoft

- Microsoft Visual Basic Scripting Edition and Microsoft Windows Script Host Essentials
- Windows Server 2008 R2: Deploying and Managing Failover Clustering
- Microsoft SQL 2012 Administration
- Microsoft Windows 2012 Features and administration workshop

Storage

- HP 3Par Storage implementation and management (**HP, Reading-UK**)
- Managing HP StorageWorks Enterprise Virtual Array [EVA 4400]
- EMC Celerra Administration [**EMC, London - UK**]

Other Trainings

- Symantec Enterprise Vault for File Archiving (**Symantec, Reading-UK**)
 - Red Hat Linux Administration I, II, III
 - ITIL V3 Foundation Training.
 - Repackaging with Wise Package Studio (**New Horizons London- UK**)
 - Blackberry Enterprise Training
 - Altiris Client Management
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- Cisco Course for Network Associates (CCNA)
 - CompTIA A+

Other Backgrounds

- Converged Solutions (VBlock)
- VMware VSAN on Huawei Hardware
- Hyper Converged Solutions (VXrail, VX Rack, Nutanix)
- Worked on Cisco Blades UCS, fabric Interconnects, Huawei Blades E9000, Dell VRTX

EDUCATION

ARAB ACADEMY FOR SCIENCE AND TECHNOLOGY & MARITIME TRANSPORT

June 2011

Sheraton, Cairo, Egypt

- Pre Master POST GRAD. Diploma COMPUTER SCIENCE, COLLEGE OF COMPUTING AND IT (GPA: 3.1 Very Good)
- Master in Computer Science is currently in progress and on schedule to be granted (Smart Village Branch)

HELWAN UNIVERSITY

May 2000

Helwan, Egypt

- Bachelor of Commerce and Business Administration, Faculty of Commerce and Business Administration
Major: Accounting, GPA: Good

CERTIFICATIONS

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- ITIL V3 Foundation Certificate
 - VCE Certified Converged Infrastructure Associate
 - Red Hat Linux Certified System Administrator (RHCSA)
 - VMware Certified Professional VCP
 - Microsoft Certified Systems Administrator
 - Microsoft Certified Systems Engineer
 - Microsoft Certified Professional
 - Blackberry Certified Support Associate T1 v4.0+BWC

LATEST VODAFONE APPRAISAL

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- Achieved Exceeding Expectations for 3 Years in a row , Last was for 2016/2017

LANGUAGES

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- English: Fluent, IELTS General 6.5
 - German : fair
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