



# ISLAM EMAD ABDELAZIZ

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## CAREER OBJECTIVE

Focused and ambitious Electric , Electronics Communications Engineer , have more of 7 years of experience and looking forward to gain a great experience and a full time job , making contribution to your esteemed company to the best of my ability and to develop new skills and share my knowledge while interacting with others and achieve new goals .

## EDUCATION

**Alexandria University**  
Communications & Electronics Engineering  
  
2013

## EXPERIENCE

**PepsiCo** **02/2015 - Current**

Sr. IT Infrastructure & System Admin  
# Responsible for dealing with more than site in terms of operations , developments and Infrastructure activities .  
# Resolve any issues and incident At AMEA region about daily operations or handling with the global teams .  
# Maintaining & Managing network infrastructure & Wi-Fi coverage & Active Directory & Domains and ensure high availabilty of infrastructure .  
# End to End ownership of supported services and acts as a mentor for L1 & L2 support professionals, Responsible for maintaining and achieving the agreed SLA.  
# Manage the process of the incoming requests/incidents to the team to ensure courteous, timely and effective resolution of end users & vendors issues.  
# Use EMC Storage ( PowerMax , VMax ) .  
# Manage and admin Avaya ( IP Phone Office Manager ) .  
# Manage and admin Microsoft cloud services (Office 365, Azure , Intune, MDM, Storage etc.) to manage, monitor, implement Apps and policies.  
# Co-operate with the global team to move Microsoft on-premise servers ( DC, Exchange, DFS, etc.) to Microsoft cloud service.  
# Managing security & firewall duties  
( Meraki , Cisco ASA , Watch Guard )  
# Connect all sites through one network to have the same infrastructure and Facilities with Cisco MerakiTechnology.  
# VMware AirWatch offerings and workspaces workshops.  
# Veeam and NetApp data protection integration architect.  
# Cloud services integrations and migrations.

## Ezz Steel

**09/2013 - 02/2015**

Network And System Administrator  
# Monitor network performance in order to determine whether adjustments need to be made .  
# Managing VPN connections between all branches .  
# Responsible for the establishment and management of IT infrastructure .  
# Diagnose hardware and software problems, and replace defective components perform data backups and disaster recovery operations .  
# Administering the AD,DNS , DHCP , DC and Microsoft EX .  
# Talking staff through a series of actions, either face to face or over the telephone to help set up systems or resolve issues .

- # Participate in the creation, operation and management of a new network .
- # Troubleshooting system and network problems, diagnosing, and solving hardware or software faults .

## Webjet Limited

8/2018 - Current ( Part Time )



### Sr. Cloud Operations Engineer / Service Management

- # Admin & Managing the following technologies and Products about Webjet AMEA region :- Azure Cloud , Exchange Online , Mimecast ( Email gateway ) , Microsoft Defender ATP , Wex , Azure AD , Azure VMs , MFA , EMS , O365 Admin , O365 Security & Compliance , Cisco Meraki , ITIL , ESXI , Vsphere , ILO HP , Citrix Cloud , Dell Secure Works .
- # Have global permissions within all company cloud based products , when the service is present, as well as the ability to manage support tickets and monitor service health.
- # Managing applications hosted in Azure .
- # Responsible for adhering to company security policies and procedures and any other relevant policies and standards as directed .
- # Focus of improving system availability for all key business services .
- # Responsible for monthly Incident, Problem and availability reporting as well as reports .
- # Provide support and leadership to offshore support teams to help drive daily activities .
- # Managing L1 , L2 Support for SLA .

## TECHNICAL SKILLS

- # ITIL Practitioner Certification .
- # Cisco Courses : [ CCNA R.S ( certified ) , CCNP R.S , ECMS ( Engineering Cisco Meraki Solutions )
- # Microsoft :- = MCSA . = MCSE .
- # Mimecast ( Exchange gateway & Messages tracking & User's Permissions )
- # Avaya ( IP Phone Office Manager )
- # Firewall ( ASA , Meraki , Fortinet ) .
- # Proficient user of all Windows applications & Excellent user of Microsoft O365 package.
- # Citrix Cloud .
- # Familiar with Linux Systems .
- # Proficient internet surfer & research and deployment .
- # Deployment and development IT migration projects .
- # O365 Administrator & Azure AD . # SQL
- # Experience supporting cloud deployments, AWS & MS Azure & Cisco Meraki .

## PROJECTS

Microcontroller based system for dc motor of electric vehicles / Grade ( Excellent )

## ACHIEVEMENTS & AWARDS

- Hard worker has enthusiastic spirit and work well under pressure in a fast paced .
- Excellent communication skills with managers and team members .
- Well organized and very good at setting own priorities .
- Excellent self-learner .
- Professional computers skills .
- General Web technologies awareness.
- Good problem solving.
- Have a valid driving license .

## PERSONAL PROFILE

Date of Birth : 25/08/1991  
 Marital Status : Single  
 Nationality : Egyptian  
 Known Languages : English  
 Passport : A212934560