

Ashraf AbElhady Nooh

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PERSONAL

Date of Birth: April 12, 1985
Place of Birth: Meetrahina, Badrashine, Giza
Citizenship: Egyptian
Marital status: Married
Military Status: totally exempted
National ID: 28504212101498

OBJECTIVE

To perform the role of support Advisor, Network professional or system administration position that will allow me to help a progressive organization meet and exceed its growing and constant networking challenges

EMPLOYMENT

RAA Contact Center (01/06/2015 till Now)

Technical support Advisor

- Since 28/11/2016 till now performing the same scope of support from Dubai site upon the management request to be transferred to Dubai Site.
- Since 01/06/2015 till 25/11/2016 Working from Egypt branch as support advisor for Etisalat UAE Project related to Internet and Landline and IPTV, domain name and webservices support.

4Tech Communication & Information Technology (Jeddah, KSA)

27/06/2013 till 20/04/2015

Projects Engineer

- Responsibility for projects study related to Information technology sector, Surveillance cam Systems both (IP CAM Systems & CCD CAM systems) , VPN and Data centre projects , WIFI Coverage , PBX Systems and VOIP Systems
- Supervise the installation of the previously mentioned systems and full configuration for it and testing phases before delivering it to Company customers
- Full system administration for company servers, hosting server, domain controllers, ERP System, with end user support.
- Examples for some of projects that was done under my supervision:
 - 1- (Prince Mashary Palace AVAYA PBX System, Prince Mashary Palace Surveillance Security System, Albaha district)
 - 2- Emara Albaha (Surveillance Security Systems) complete coverage for the Employee parking with zero percentage blinded area using CCTV Cameras and joining them to the Security monitoring room with full wiring dispatching.
 - 3- (KSBUREA Network infrastructure with servers Installation, Active directory, DNS, DHCP, SQL server, with its support for 1 year)
 - 4- Happy Beach Group for Hospitality Jeddah (3 Projects) WIFI Network Design and installation to Provide HSIA for in room guest with ESS testing, bandwidth merge using Mikrotik router OS and Hotspot server. Surveillance System using IP CAM and NVR System with Cloud function.
 - 5- Mosa3idia Palace for hospitality (2 projects) communication infrastructure PBX System, WIFI Network, surveillance CAM System with full wiring.

Xceed Call Centre (25/07/2011 till 20/07/2013)

Technical Support Engineer (TE-Data Account)

Responsible for handling customer complains related to internet service technical faults and providing first contact resolution regarding services issues, otherwise escalating the Issues to the responsible Team.

DOCOMOInterTouch, Egypt Office (July 27, 2010 – June 25 ,2011)

Technical Support Engineer

- Provide 2nd / 3rd level support to company's global network / sites.
- Provide installation support and enhancement of company's Sites.
- Perform regular system audit & preventive maintenance of all properties
- Maintain Support database with up-to-date information of a ticket with description and "closed" or "open"
- Test and roll out new Internet based applications for the sites.
- Perform upgrades and apply patches to Operational Systems where appropriate
- Participate in special projects and perform other tasks as required.

Bent-Sultan Group for tourism, Mohandseen, Giza

April 11,2009 - May 04, 2010

System Engineer

- Upgrading the company's Network & CCTV System
- Connecting the different projects of the group to the main office data network through A (VPN).
- Supervising the daily works of the IT department such as troubleshooting user's issues and applications, monitoring the networks traffic and different server's performance.
- Design new network Infrastructure for the company's new management Building.

Abou-Zekry Group for investment and development ,6th of October city, Cairo

October 1, 2008 - May 1, 2009

System Administrator

- Designing the network of The New Group (More & More) first branch located in 6Th of October city.
- installation of the network &the computer's hardware and software was
- connecting the different branches of the Group to the HQ network
- Migrating the different Branches operating systems to One domain
Installed a unified ERP system for all Branches connected to Single database on the HQ application server.

EDUCATION

Ain Shams University, Cairo, Egypt

B.SC of Education English department

Academic year 2007-2008

Graduation Degree: Accepted

Cisco Systems, Certificate, International

Renewal in April 2010 CCNA (Certified cisco Network associate)

Microsoft, Certificate, International

June 2004 - MCSE (Microsoft certified system engineer) self-Study

Novell Linux SUSE, Certificate, International

September 2009 (CLA Certified Linux Administrator)

C++, Course, Faculty Of Engineering, Cairo university

April 2010 (C++ programming language and object-oriented approach)

VM Ware: VMWARE certified cloud associate, VMWARE certified data center virtualization associate (November 16, 2013)

Microsoft Exchange server administrator

Forefront Threat Management Gateway administrator

- *Will attend CCNP exams by October 2017*
- *Will Attend VCP certificate by December 2017*

SKILLS

Language – Arabic Native Language, English Very Good

Computer Skills - Microsoft Office Package, Different operating systems, programming language, Networking, System Administration

Personal Interests – Reading – Driving – Tennis table – Safari

Technical Skills

- Extensive experience with Microsoft server platform Operating Systems such as Microsoft Windows server (2003& 2008& 2012)
- Over eight years of supervised experience designing, installing, and configuring Local Area Networks.
- Extensive experience of supervising the designing and simulating WAN connection in a real environment.
- Ability to design hierarchical network structures and assign sub networks over various physical media
- Over five years of experience programming routers and switches, and performing troubleshooting tasks for connectivity, speed, and packet loss issues
- Advanced Router/Switch knowledge such as managing and configuring boot image files, creating and configuring VLANS, and writing Access Control Lists for security purposes
- Good knowledge of (IIS & apache) services, FTP and TFTP protocols
- Good knowledge of DNS and DDNS systems.
- Over 3 years of experience using and administrating Linux based systems
- Good experience in writing bash shell scripts to maintain Linux platforms and performing various tasks
- Very well experienced with different firewall and VPN of both types (Software & hardware)
- Good knowledge and experience in designing ISA & Exchange servers
- Very Good knowledge and experience in installing managing Database servers (SQL & MySQL)
- Very good knowledge and experience in designing, installing and operating CCTV systems (Closed circuit TV systems) and also IP Surveillance systems.
- Very good knowledge regarding Voice over IP Systems (Avaya, Asterisk, Cisco).
- Very Good knowledge regarding PPX systems.
- Very Good knowledge regarding access control and attendance management systems.