Mohamed Gamil

N+ ,CCNA, Linux Fundamental, Security+, MCSA, MCSE, Fortigate and Kaspersky Center

Airport Street
Farwaniya - Kuwait
(00965) 606-22035
mgamil693@gmail.com

EXPERIENCE

Al-Dousari Group W.L.L, Al-RAI, Al-Farwaniya- Kuwait.
IT System Admin.

Febrewary 2019 - Present (Full Time Morning Shift From 7:30 AM : 4 PM).
Support LANs, WANs, network segments, Internet, and intranet systems.Ensure the design of the system allows all components to work properly together.Make recommendations for future upgrades.Maintain network and system security.Troubleshoot problems reported by users and analyze and isolate issues.Monitor networks to ensure security.Evaluate and modify the system's performance.Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers.Maintain the integrity of the network, server deployment, and security.Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations.Design and deploy networks.Maintain network servers such as file servers, and VPN gateways.Perform network address assignment.Assign configuration of authentication and authorization of directory services.Administer servers, laptop and desktop computers, printers, firewalls , company phones, smartphones, software deployment, security updates and patches.

NAT Egypt, Kornish EL-Nile, Maadi, Cairo-Egypt— *Junior System Admin.*

January 2018 - January 2019 (Full Time Morning Shift From 8 AM :3 PM).
Read technical manuals, confer with users, and conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support.Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software.Administer network and Active directory, group policy, firewalls, antivirus,email, etc.Install and configure wireless networking equipment.Resolved computer hardware and software, printing, installation, Sharing ,email and operating systems issues.Ability to adapt, integrate, and modify existing programs or vendor.supplied packaged programs for use with existing information systems,etc.

SKILLS

- Problem-solving skills
- A technical mind
- An organised mind
- Attention to detail
- In-depth knowledge of computer systems
- Enthusiasm
- Ability to describe technical information in easy-to-understand terms
- Good communication skills
- Discretion (confidential data is held on computer systems)
- Patience

Certifications

- CCNA Academic Certificate.
- CCNA Commercial Certificate.
- Intel Certificate from Innovation Egypt.

LANGUAGES

- **Arabic** : Mother Tongue
- **English**:V.Good.

ECCO OutSourcing (Majorel) , Maadi Technology Park, Cairo-Egypt— *IT Service Desk Specialist.*

November 2017 - January 2019 (Full Time Night Shift From 4 PM :12 AM).

Provided technical support for corporate users to include setting up computers, passwords, rights and responsibilities using Active Directory(Computers and Users).-Notified customer of issue status and follows-up with customers to ensure problems have been resolved satisfactorily.-Configured and installed software for end-users' desktops, scanners,terminals, and equipment.Performed password resets, break fix, printer support, network connectivity and VOIP (CISCO & Avaya Software Systems) troubleshooting.-Created tickets in ticketing management system ticketing system and followed up on tickets to provide resolutions for end users.-Escalating Issue not solved to SLA Support Team, Follow their Steps to End Issue.

White House Academy , Tanta, Gharbia Governorate,Egypt. *IT Support Specialist.*

July 2017- November 2017 (Full Time Morning Shift).

Freelancing to rebuild Infrastructure and Clean and Reinstall windows for 50 PCs. Make sure All PCs Join to Domain and Install all softwares , sharing and Control DVRs. Fixing All PCs which related to Students.

NaviWorld Egypt, Giza Governorate, Egypt—*IT Support Specialist.*

June 2016 - March 2017 (Full Time Morning Shift).

Installing and configuring computer hardware operating systems and applications monitoring and maintaining computer systems and networks.Talking clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues. Troubleshooting system and network problems and diagnosing and solving. hardware or software faults.Supporting the roll-out of new applications.Setting up new users' accounts and profiles and dealing with password issues.Working continuously on a task until completion (or referral to second parties, if appropriate).Rapidly establishing a good working relationship with customers and other professionals, such as software Users and Developers. Testing and evaluating new technology.

XCEED, Smart Village, 6 OCTOBER, Egypt-*Technical Support UPQ.*

December 2015- April 2016 (Full Time rotational Shifts)

Handling incoming incidents via the phone / e-mail promptly and effectively.Supporting customers using remote access technologies. Ability to deal with difficult callers.guiding client through corrective steps ... etc.

- **Available Upon request with notice period for my current company .**