Shady Adel Amer

IT Administrator
Dubai - UAE
054 57 33 919

SUMMARY

More than **7 years** experience in **Networking and IT Support** with 2 years experience in UAE and can join immediately**.**

WORK EXPERIENCE

Technical Manager.

Technospeed Systems, Cairo - Egypt (February 2018 – November 2019).

- Developed POS system and sold it to **>100** shops in Egypt
- Creating technical plans for technical team for **2018** & **2019**
- Coordinate between customer needs and **4** developing team members
- Identifying and assessing customers needs to achieve satisfaction
- Set a process for customer satisfaction and follow-up
- Applying and implementing updates for our software
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution

IT Support Supervisor.

Al Rajhi Holding Group, Ras Al Khaimah - UAE (September 2013 – March 2015)

- Provide full maintaining and managing for **12** servers.
- Provide onsite / Telephone support for **+200** users.
- Administer servers, desktop computers, printers, routers, switches, firewalls, software deployment, security updates and patches Qualifications.
- Deploying **WIM** files through **WDS**
- Monitor networks to ensure security and availability to specific users Identify user needs.
- Provide installing biometric devices.
- Working on ticketing systems (**spice works**).
- Creating quota for users to save disk space.

IT Specialist.

Advanced Construction Center (ACC), **Cairo – Egypt (December 2015 – February 2018)**

- Developing Time sheet / Project Management Control database / IT inventory system from scratch (using Microsoft Access and VBA).
- Monitor networks to ensure security and availability to specific users.
- Configuring a Domain Controller – Print - Backup servers from scratch.
- Designing the IT infrastructure for the new office location.
- Handling network operations activities
- Creating virtual **Pfsense** firewall as per the company requirements.
- Deploying **SonicWALL** firewall to the network.
- Creating Virtual **Helpdesk server** as per the company requirements

LANGUAGES

Arabic: Native   **English:** Very Good

Skills

- Strong experience within LAN/WAN technologies
- Good knowledge in VMware esxi
- Fair knowledge in ITIL.
- Good knowledge in SQL Server.
- Good analytical skills.
- Hard worker.
- Able to learn new technologies.

EDUCATION

2007-2011   **Bachelor of computer science, Cairo – Egypt**

PERSONAL Information

Mobile: 054 57 33 919
Email: shadyamer90@gmail.com
LinkedIn: https://eg.linkedin.com/in/shadyamer
Date of Birth: Aug.1990.
Marital Status: Married.
Visa Status: Long Visit Visa
Have a valid UAE driving license

Side Projects

- Developing a POS System **from scratch** using **Microsoft Access** and **VBA**.
- Installing and configuring **CCTV** systems.
- Editing videos with Adobe AfterEffect, Adobe Premier.
- Photoshop training and editing photos.

References available upon request.