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Experienced and Certified Engineer in IT. I work as part of the team. I am a straight shooter who isn't afraid to do hard work to help my company to step forward.

Areas of Expertise

- **Planning / Implementing** IT Projects from A-Z
- **Windows Server 2012/2016/2019** installing & configuring & troubleshooting
- Managing **office365 & Azure products**
- Installation and configuration Virtualization solutions like **Hyper V, VMware, Xen, KVM, Oracle VM**
- Managing and maintaining **VMware infrastructure** including capacity planning & Disaster recovery.
- Mail Server -**Exchange Server 2013 & 2019 & Exchange online**
- **CCTV&IP Cam** installing and troubleshooting
- **RedHat Linux** server installation and configuration
- **Backup & Replication** for servers and datacenters using **Veeam & Symantec Exec & System Center Data Protection**
- WAN: **Leased Line, VPN**, Networking: Ethernet & Vlan & **Cisco Routers & Endian Firewalls**

Work Experience

IT Administrator & Project Manager (August 2017 till Date)

Company: INTEREL

Projects:

- Deploy WIFI coverage for whole company (10 offices)
- Migrate Exchange 2013 to **Exchange online**.
- Migrate File Server to **SharePoint online / OneDrive**.
- Migrate/Operate server on **Azure / Remote Datacenter**.

Responsibility:

- Administer Microsoft Windows Servers (**Azure / DC/SCCM / Active Directory**), Microsoft Workstations.
- Managing **Exchange Servers** which includes **Exchange server 2013** using virtualization.
- Managing **office365 Products** including online Licensing using **office 365**.
- Worked on P2V, V2V migration project. Used virtual converter.
- Install and configure INTEREL Servers including (DB, WebApp, Service, Integrations, PRTG) .
- Provide infrastructure solution design to partners and clients .
- Managing and migrating **VMware & Hyper-V servers using virtualization**.
- Administrate CRM / QuickBooks servers (Highrise – Easyinsight).
- Managing **project budget**, timelines and delivery
- Dealing with local and international **stakeholders**
- Oversees identifying **technology gaps**, proposes and implement the required changes to cover **potential risks**.
- **Managing vendors**, contractors and technology partners to assist with **project delivery**
- Coordination of internal and external resources across multiple teams and locations

Support Side:

- Analyze and troubleshoot incoming support requests (Hardware, Logic issues, User errors).

- Support customers in troubleshooting data network communication.
- Document installation and configuration procedures.

System Administrator (June 2013 – July 2017)

Achievements:

- Developed a knowledge base that resulted in an increase of fast learning for new IT comers which saved a lot of time and efforts by 30%.
- Founded a new technique of doing tasks with a scheduled time using auto run PowerShell scripts which arranged tasks by 20%.

Responsibility:

- Participated on a 24/7 on-call helping clients using **Windows server** in a **VM environment**.
- Built **Microsoft Servers 2012 R2** in a **VM environment**.
- Performance monitoring VM'S & ESXi Servers using **VCenter**
- Enabling VMware features like **vMotion, svMotion**, High Availability (HA), Resource Scheduling (DRS).
- Provided lab support to test and dev team by using VMware features Snapshots, Cloning.
- Knowledge on Cold Migrations and Hot Migrations.
- Managed **domain** users and groups in **AD** and create **group policies** in order to keep the **network secured**
- Anti-Virus (Kaspersky) updating and maintaining reports on regular basis.

IT Support Engineer (June 2011– June 2013)

Company: TEData

Achievements:

- Employee of the year 2012
- United multiple teams with SLA with saved time in handling tickets by 30%.

Responsibility:

- Escalate IT issues to the IT Manager where necessary
- Handle CCTV & IP-Cams issues
- Undertake small-sized IT projects as instructed by the IT Manager
- Setting up and configuring new laptops and desktops
- Reporting faults and maintaining logs on servers, desktops and laptops
- Patching of network and phones
- Exchange server mailbox maintenance including archiving mailboxes
- Setting up new users and disabling expired accounts in accordance with HR requirements

Senior Technical Support (June 2009 – June 2011)

Company: TEData

Achievements:

- Launched a new training for new systems and products using conference calls and live board on Microsoft Lync which saved time and money for company by 80% of training support.
- Head up a team of 12 employees through 7 locations
- Nominated as Deputy Manager on numerous occasions.

Responsibility:

- Performing CSO daily tasks of technical issues using established performance tools and procedures & handling customer site technical and new installation visits as well.
- Customer oriented able to well serve TE Data ADSL customers.
- Perform Tasks and procedures related to systems updates for new customers & Pending installation and old Customers.
- Managing daily CPE stock report.
- Configuring ADSL CPE and other configurations; wireless...etc.,
- Analyzing, identifying errors & creating tickets for any other related escalation to handle customer problems.

- Follow up with Juniors & Seniors, revising their daily reports and handling hard cases.

IT Helpdesk Engineer (June 2007 – June 2009)

Company: International Pipe Industry Co. "IPIC"

Responsibility:

- Provide technical assistance and support for incoming issues related to computer
- Systems, software, and hardware.
- Respond to queries either in person or over the phone.
- Train computer users.
- Install, modify, and Maintain computer hardware and software.

Telesales Representative (April 2005 – April 2007)

Technical Trainings:

Certified:

VMWare

- VCP-DCV
- VCP-NV
- vSphere Foundations

CISCO

- CCNA Routing & Switching 200-125
- CCNA Security 210-260
- CCNP Security: Sitcs 300-207
- EC-Council : Certified ethical hacker

Online& Attended:

- Veeam Backup and Replication
- Citrix Xen App / Xen Desktop
- Microsoft MCSA 2012 / MCSA 2016
Exchange 2010 / 2013 / office 365
SharePoint 2013 / online
- Linux RHCSA 7
Linux Command line sessions
- Docker Using Docker to Implement Effective Linux Virtualization
- Sophos Sophos XG Firewall

InProgress:

PMI : PMP 6th edition

Education

Bachelor 's Degree of engineering, El-Sherouk University, 2007

Section: Telecommunication & Electronics engineering

Soft skills:

- Business Writing, Negotiation Skill, Presentation Skills, Team Building & Coaching, Strategic Planning, Emotional intelligence, Stress Management, Communication Skills.
- Internal Audit, in house training

Volunteer Work

- Resala Charity Organization (Port said) , 2013 (Public Relationships Manager)

Languages

- Arabic: Native Language
- English: Very Good.

Personal Details

- Date of birth: May 18th 1985.
- Nationality: Egyptian
- UAE License: Valid