

Mostafa Mohamed Molda
Mob: 0557771082
Al Ain United Arab Emirates
Email: mostafa.molda@icloud.com

Career Objective:

Seeking a professional position that enables me to make the best use of my communication, computer hardware, software support and programming skills.

About Me

I'm a team player with 13 years of experience working in computer science field. A summary of my education and past training will reflect the contributions I can make to the organization if chosen to fill this position, I have:

- The ability to analyze the situation and resolve even the most complex problems
- Excellent organizational, verbal and written skills
- The ability to multi-task and work in a stressful , fast-paced environment
- Outstanding analytical and problem solving skills
- Excellent technical troubleshooting skills

Education:

Menoufya University, bachelor degree in Computer science Dep. 2006

Grade : Good (72.5%).

Graduation project grade: Excellent (96%).

Professional Training:

1-Soft Skills

Track Presentation & Overview
Communication Skills
Presentation Skills
Technical & Business Writing
Team Working
Problem Solving & Decision Making
Customer Services
Basic Sales
Basic Marketing

2-Computer hardware

Motherboard maintenance
Hardware and Operating Systems Fundamental
Attendance A+ Course

3-Computer software

Web Programming Fundamentals

4-Certification Track

- Transcript ID: 808093
MCP ID: 6290295
Introduction to C# .NET
Programming with Microsoft C# .NET
Programming with Microsoft® ADO.NET
Developing Microsoft .NET Applications for Windows
Developing Microsoft ASP.NET Web Applications
Developing XML Web Services Using Microsoft ASP.NET
Analyzing Requirements and Defining Microsoft .NET Solution Architectures

5 - Windows server 2012

Active directory installation
Child Domain in Active Directory
group policy,DHCP
DNS ,offline sharing
quota,Hyper-V,VPN
NIC Teaming

6 - Microsoft Azure 70-533

Implement Websites
Implement virtual machines
Implement Cloud Services
Implement storage
Implement an Azure Active Directory
Implement virtual networks

7 -English

4 general level from Berlitz

8- ITIL foundation

TECHNICAL SKILLS

Cloud computing
Windows server
Good practice in ticketing systems
DB (MSSQL Server-Access)
Microsoft office (2003-2007-2013)
Communication Skills
Technical Writing
Problem Solving Decision Making
Customer Services

Work Experience:.

- 2-2019 till now : Sr. End User Support Engineer and system admin level 1 support
Creating user account and exchange mail .create security and destitution groups. Dealing with file server. Pushing updates from SCCM
- 11-2018 till 2-2019 ; acting as team leader for IT support team in Al Ain municipality
Managing stockholder contracts and suppliers, managing team or 8 engineers, preparing performance card to all engineers, contact point between engineers and stakeholders, create standard OS images. Managing the vendor's contracts, escalations & SLAs.Prepare reports (procurement, spar / consumable parts order, infrastructure health, etc.
- 2-2018 till 11-2018 : Sr. End User Support Engineer in Al Ain municipality
 - ✓ Supervises the desktop support staff by defining and establishing schedules, setting priorities, providing support/direction and dealing with administrative issues as needed.
 - ✓ Assists in the daily operation of the desktop support team including answering phone calls and diagnosing technology issues experienced by team members. Provides senior-level technical support of the desktop computing environment including hardware, software, and related technologies.
 - ✓ Actively monitors desktop support operations & ITSM queue to ensure high service levels and timely problem resolutions or escalations as per the SLA.
 - ✓ Managing IT assets / Stores proactively to ensure the availability the tools / Spar parts to support the end users.
 - ✓ Managing the vendor's contracts, escalations & SLAs.
 - ✓ Prepare reports (procurement, spar / consumable parts order, infrastructure health, etc.
- 12-2016 till 2-2018: IT support engineer in Abu Dhabi government (department of transpiration).Troubleshooting operating system, network connectivity, end user issues .Install apps on end user PCs and server .Dealing with group policy and managing user profile. POS general troubleshooting. Horizon VDI Support.
- 2009 till 9-2016 : Free lancer
 - : Remote Desktop support (part time)
 - Supporting customer in solving network issues, Software (bug and installation) , connecting to Active directory domain (giving permission, mange WDS) , general troubleshooting by telephone and create IT ticket if need
- 7-2015 till 9-2016 technical support for Etisalat Misr products :
 - General troubleshooting by phone in fixing issues to user our product(ADSL) to be connected with the internet if not make an IT ticket to let our technician visit customer to fix the issue
- 2-2014 till 7-2015 technical support for Etisalat UAE :
 - supporting enterprise companies and organization in UAE in all Etisalat products(IPVPN, lease line, domains ,hosting ,PABX, blackberry, land line and fax service) troubleshooting with customer and fixing the issue if it is form customer side we advise and define the issue to customer for repair it .if it is from our devices we make a IT ticket in CMS,UCMS and CRS systems

- 12-2011 To 12-2013 : Run small company in Egypt for desktop support
Supporting government organization in applications , hardware and networking issues
: Reseller for Tedata & Etisalat (ISP) - Free lancer
- 10-2010 To 12-2011 :Software & Hardware Technical support for HM-Egypt company
:Free lancer
:ICDL instructor for BinaryStream Education center
:Reseller for Tedata & Etisalat (ISP)
- 3-2010 To 7-2010 : ICDL instructor for BinaryStream Education center
- 4-2009 To 3-2010 : Technical support for GigaSoft (Computer) Company
- 1-2009 To 4-2009 : Dot net developer Trainee in Raya Company
- 8-2008 To 10-2008 : Designing website for computer company
- 9-2007 To 8-2008 : Technical support for GigaSoft (Computer) Company
: Building a network for El shroke Hospital
- 6-2006 To 6-2007 : Technical support for CompuStar (Computer) Company
- 4-2006 To 6-2006 : Team leader for the graduation project and take 96%

Certification

- Motherboard maintenance
- MCP,MCPD,MCTS,ICDL



.Net Framework 2.0
Windows Applications



Windows Developer



Personal Information:

Marital Status: married.
Religion: Muslim
Nationality: Egyptian

Language:

Arabic : Mother tongue
English : advanced
France : basic

Certificates upon request