**Ahmad Fouad**

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**IT Manager**

IT Infrastructure Technologies

*Microsoft Infrastructure ♦ Network Administration ♦IT Infrastructure & Design Needs Assessments ♦ IT Strategy Planning♦ IT Security♦ Deployments & Migration ♦IT Policy ♦ Technical Support & HelpDesk Support*

**PROFILE** Dynamic 15 years’ experience in information technology in helping organizations to efficiently use their systems & networks; ensuring that the design of an organization's computer site allows all of the components, including computers, the network, and software, to fit together and work properly. Also, monitor and adjust the performance of existing systems, networks and continually survey the current computer site to determine future network needs; as well as troubleshoot problems reported by users and by automated network monitoring systems and make recommendations for enhancements in the implementation of future.

* Extensive experience in installation, administration, and networking in various environments.
* Active Directory Services; Group Policy Management Console (GPMC); DHCP; and DNS, Exchange Server, Lync, Skype for Business, Vmware, Blade System HPE, Sonic Wall and FortiGate.
* Utilized Install Shield Scripting to package software for application deployment.
* Excellent command of running projects employing industry-standard project management techniques.
* Successful project and technical team leader and motivator.
* Exceptionally well organized with a track record that demonstrates self-motivation, creativity, and initiative to achieve both personal and corporate goals.
* Excellent communication and comprehension skills, trustworthy, discreet and ethical.

**PROFESSIONAL EXPERIENCE**

***June 2019 – Present Egyptian Liquefied Natural Gas (ELNG) – Egypt Outsource Equinox***

***System Admin Team Leader***

* Configure and administrate Egyptian LNG Datacenter equipment’s, HP BladeSystem C7000 and C3000 Enclosure, and (VMware Datacenter servers ESXI).
* Manage and maintain VMware ESXi 6.0.0 for 2 Vcenter, 2 Datacenters, 8 Hosts, 90 Vms.
* Manage and Administrate Windows 2012, Active Directory, DHCP and DNS. +30 Servers and +600 clients.
* Manage and troubleshoot Microsoft Exchange server 2013 10 servers for two sites.
* Managing and operating Microsoft System Center 2012.
* Managing and troubleshoot Skype For Business 2015.
* Manage KEMP NLP for Exchange 2013.
* Print Server 2012 and Print Manager Plus for monitoring print service.
* Monitoring the active directory using manage engine auditing tools (Ad Audit-Ad Manage) and Manage Engine Exchange reporter.
* Monitoring Vmware datacenter using VeeamOne.
* Monitoring HP blade System by HP One-View.
* Monitoring tools Callisto.

***November 2016 – May 2019 57357 Children's Cancer Hospital - Egypt***

***System Manager***

* Managed and troubleshoot Exchange 2013, 5 servers (3MB & 2 CAS) on virtualization Esxi 5.6.
* Administrated about 6000 mailboxes and about 500 distribution groups.
* Managed and troubleshooting 5 servers’ Active directory 2012 with DNS and DHCP in five sites and one server child with its additional.
* Work with Power shell and scripting.
* Managed Active directory audit manage engine tools.
* Exchange Manage Engine, for reporting exchange.
* Managed antispam sonic wall for exchange 2013.
* SCCM & SCOM for monitoring exchange and AD.
* Administrated office 365 for 300 users enterprise account, Mailbox, skype for business, SharePoint, one drive and yammer.
* Upgraded Lync 2013 to Skype for business.
* Administrator Skype for Business in 3 FE 2 BE and 2 Edge for about 1000 enabled users.
* Managed Right fax server.
* Managed portal SMS server.

***April2012 – November 2016 Universal Group (Construction Department), Cairo – Egypt***

***Senior* System Administrator (IT Section Head)**

* Manage virtualization environment on Hyper-V 2012.
* Migrated Microsoft infrastructure from physical to virtual.
* Manage and troubleshoot Domain controller 2012 and additional domain 2012 controller with DNS & DHCP.
* Manage and troubleshoot Exchange 2010 on Hyper-V 4 server (2 MB & 2 HCAS) protected with antispam Kaspersky.
* Manage and administrate HA FortiGate, Kaspersky antivirus server.
* Manage and troubleshoot TMG server with its all permissions rules, publishing sites, creating rules for group users access limited internet and creating daily reports.
* Designed, implemented and troubleshoot SharePoint 2010.
* Installed, manage and troubleshoot FTP server and published it through FortiGate.
* Designed and configured File Server and manage its security, permissions and quota.
* Installed, manage and troubleshooting Remote application and Desktop Connection web access.
* Manage and monitor DPM backup server.
* Installed, Manage WDS, WSUS server.
* Work with server models HP Proliant G6, G7, G8.
* Monitor, manage UPS APC system for server room.
* Planning and create IT Policy and procedures
* Created inventory for all IT items (PC, monitors, Laptop, Printers, Switches, etc)

***Jan2009 – March2012 Crystal Asfour Medical Center, Cairo – Egypt***

***System Administrator***

* Designed and implemented infrastructure in documentation for the site for servers, computers, printers, UPS, switches, firewall, LAN, WAN.
* Reconfigured server’s hardware Fujitsu Siemens with its RAID configuration.
* Installed windows server 2003 for domain, backup, ISA, application server.
* Installed, managed and troubleshooting DNS with its lookup and reverse zones.
* Installed, managed and troubleshooting DHCP for IP range, set plan for number of computers and configured it with DNS.
* Installed, managed and troubleshooting ISA server with its all permissions rules, created daily reports.
* Created VPN server rules during ISA policy and managed WAN & LAN and static IP TCP/IP.
* Installed, managed and troubleshooting GFI web monitor in ISA server and created its all rules.
* Installed, managed and troubleshoot Exchange 2007 & Kerio Mail Server for internal network.
* Installed, managed and troubleshooting Antivirus Server Symantec corporate server, managed clients antivirus centralize by deploying software and updated scheduled.
* Installed, managed and monitor Backup server (incremental, differential, normal, copy) by Backup application and record in schedule with documents.
* Installed and managed Printer Server for printer’s network and manage all permissions, security, priority, pooling and availability for all users.
* Designed and configured File Server and managed its security, permissions and quota.
* Monitored, managed and troubleshooting PACs Server for radiology department.
* Designed inventory in documentation for all servers, computers, printers, UPS, switches

***April2005–Jan 2009 Alfa Scan- Cairo, Egypt***

***Technical Support***

* Maintained defective hardware components and fix it if possible
* Installed and configured computer systems.
* Troubleshot system and network problems and diagnosing and solving hardware/software faults.

**TRAINING & CERTIFICATION**

MCSE 2012 Messaging 2013, Communication, Private Cloud.

MCSA 2012 (Microsoft Certified Solution Associated)

MCSA Office 365

MCSE 2003 (Microsoft Certified System Engineering) 2009.

*Microsoft Partner Academy – Cairo Egypt.*

MCSA 2003 (Microsoft Certified System Administrator) 2009.

*Microsoft Partner Academy – Cairo Egypt.*

*ITIL attending.*

CCNA

*Cisco Partner Academy – Cairo Egypt.*

**EDUCATION**

Bachelor of Computer (2003)

*Port Said Computer Higher Institute, Port Said -Egypt*

PERSONAL DATA

*Marital Status: Married*

*Date of Birth: 15.9.1982*

*Nationality: Egyptian*