Mohamed Alaa Eldeen Shehata Ali

Date of Birth: 16/09/2000
Email: moalaaeldeen7@gmail.com
LinkedIn: https://www.linkedin.com/in/mohamedalaa7/
Portfolio: https://xmoalaa7.github.io/Mo_Portfolio/
Phone: +201271538550
Location: Giza, Haram
Military Status: Exempted

Personal Statement

Passionate, driven, and ambitious Network and Systems Administrator with extensive knowledge in AWS Cloud Computing and a strong academic background in communications, electronics, and computer engineering with a goal to achieve an exceptional career.

With adequate knowledge in many different fields in the IT industry -whether it be networks, systems, in the cloud or on-site-, and during the many training programs and on-field work I've been to, I have managed to excel at being a remarkable addition to any team by having the ability to bring a solution to the light whatever the situation may be.

Work Experience

July 2024 – Present (Full-Time)   **Tier 1 Technical Support,** Ulemt | Cairo, 5th Settlement

Key Responsibilities

- Conducting research and implementing software and system solutions based on defined requirements.
- Creation of PRTG sensors and managing systems via resolution of errors and warnings resulting from said sensors.
- Administering and overseeing backups on Veeam backup server.
- Provide technical support for customers by resolving tickets on Jira and documenting resolution steps on Confluence for later use.
- Overseeing user access by updating access matrices for tenants within asset management systems.
- Ensuring consistency between deployed systems on vSphere and their corresponding assets on Asset Management for Jira.

July 2024 – Present (Part-Time)   **Systems Administrator**, Go Partners | Giza, Dokki

Key Responsibilities

- Research and deployment of software and system solutions following requirements.
- Provide training for IT and Sales teams for freshly established systems and software.
- Applying, developing and deploying automations for systems and network devices.
- Maintaining compliance and security by continually monitoring and maintaining activity through Active Directory GPOs and Firewall policies and configurations.

March 2024 – June 2024 (Full-Time)   **IT Help Desk Support**, Go Partners | Giza, Dokki

Key Responsibilities

- Management, maintenance, and troubleshooting of the underlying infrastructure including servers (VoIP and Windows Servers), clients, network connectivity devices (routers, switches, gateways, access points), and firewalls.
- Providing technical support for employees and ensuring their systems are functioning properly by troubleshooting software and hardware issues.
- Onboarding and setting up workstations with the required software.

Education

Higher Technological Institute of Engineering 10th of Ramadan

(2018 - 2023)

- BS with Honorary Degree in Electrical Engineering (Communications & Electronics)
- Cumulative GPA: **3.76**
- Graduation Project: [Cisco SD-WAN Prototype Network](#)   Grade: **Excellent**
  - Built a prototype infrastructure consisting of two sites (Data Center and Service) that were connected over the actual Internet via Cisco's SD-WAN Architecture. The infrastructure incorporated Cisco's Three Layer Hierarchical Model over its private network and provided administration and security via deployment of a Windows Server, FortiGate firewalls, and IPSs.

Training & Qualifications

- CS50's Introduction to Databases with SQL   Oct. 2024 – Present
- ALX Cloud Computing Program: May 2023 – Feb. 2024
  - AWS Certified Solutions Architect - Associate   Issued by Amazon on Feb. 2024
  - AWS Certified Cloud Practitioner   Issued by Amazon on Oct. 2023
  - Soft Skills and Professional Development Training   May 2023 – Aug. 2023
- CS50's Introduction to Programming with Python   Issued by Cambridge, Massachusetts on Oct. 2023
- Red Hat Linux System Administration (RHCSA)   June 2023 - Aug. 2023 at Senior Steps
- Microsoft Windows System Administration (MCSA)   June 2022 - Sept. 2022 at Senior Steps
- Data Analysis Challenger Track   Issued by Egypt FWD on May 2022
- IBM Machine Learning Specialist - Associate   Issued by IBM on April 2022
- 200-301 CCNA & CCNA Security   July 2021 - Sept. 2021 at CLS Learning Solutions

Technical Skills

- **Virtualization:** Worked with vSphere, Hyper-V, VMware Workstation, and VirtualBox.
- **Networking:** Proficient in configuring and troubleshooting Cisco routers, switches, access points, and SD-WAN devices; experienced with protocols (SSH, DDNS, FTP, RDP) and tools (Cisco Packet Tracer, GNS3, Wireshark, NMAP).
- **Systems Management:** Administered Linux, Microsoft Windows Client, and Microsoft Windows Server OSs for different scenarios and use cases.
- **Security:** Experienced with Sophos XG firewalls and VoIP (Issabel); proficient in configuring Remote and Site-to-Site VPNs and maintaining security compliance via firewalls and AD GPOs.
- **Cloud Providers:** Worked with AWS services (EC2, VPC, S3, RDS) in lab environments.
- **Programming:** Skillful in Python; experienced in C++ and MATLAB, and improving SQL.
- **Monitoring and Compliance:** Competent in the use of PRTG, Grafana, and Asset Management systems.
- **Productivity Tools:** Able to utilize Microsoft Office 365, Google Workspace, Slack, Jira.

Soft Skills

- Proficient in problem identification and solving.
- Highly skilled in documentation and web research.
- Strong communication and cooperation skills.
- Exceptional in time-management.

Languages

Native: Arabic   **Fluent:** English