Yossef Magdy Salem (IT Support Specialist)

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Professional Summary

Motivated IT Engineer with practical experience in system administration, virtualizaion, and network infrastructure. Currently working at vROOT Company, managing Active Directory, ESXi, Cisco devices, and inter-branch connectivity with certifications in CCNAv7, AWS Cloud Foundation, and MCSA 2019. Actively building a career in DevOps and currently training with Digital Egypt Pioneers initiative to strengthen skills in RHEL, automation, cloud technologies, and modern infrastructure tools.

Professional Experience

IT Engineer
vROOT Company, Damietta, Egypt
Jun 2025 – Present

- Create, modify, and delete user accounts and groups in Active Directory (AD).
- Ensure AD policies and configurations comply with organizational security standards.
- Deploy and maintain virtual machines, manage RAID configuration, and virtual networks within ESXi and proxmox environments.
- Support and monitor inter-branch connectivity, ensuring reliable communication between sites (VPNs, servers, virtual machines, and network health checks)
- Verify connectivity between servers, routers, internet gateways, and networked devices.
- Ensure all systems are up and reachable at all sties.
- Install and organize network and server equipment in data center racks, ensuring proper cable management, power distribution, and ventilation.
- Configure and troubleshoot Cisco telephones, Cisco switches, and Cisco routers.
- Install, configure, and troubleshoot wireless access points (Aps) to ensure stable Wi-Fi coverage and secure connectivity across different areas and branches.
- Configure and troubleshoot Analog Cameras and Digital Cameras.
- Configure, install, and troubleshoot network printers across multiple departments, ensuring proper connectivity, driver setup, and user access permissions.
- Provide clear and professional user assistance, including setup and configuration support.

Skills

Technical skills:
- Windows Server Administration
- Virtualization
- ESXi
- Networking
- Infrastructure Design
- CCTV Systems
- Cisco Device Configuration

Soft skills:
- Communication Skills
- Presentation Skills
- Self Learning
- Team Work

Courses & Certifications

- CCNAv7 (200-301)   NTI Digital Egypt Youth-Creativa |Offline Port Said |Aug 2024
- AWS Academy Cloud Foundation   NTI Summer Internship |Online |Sep 2024

Education

University of Damietta   *B.Eng. in Computer Science*

Languages

- English: Conversational   - Arabic: Native