

MINA FAHMY

IT Helpdesk Specialist

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Heliopolis

Summary

IT Engineer with strong network and system administration background and experience in backup & archive VMs. Skilled in troubleshooting and problem- solving focusing on maintaining high availability and performance of IT systems.

Experience

Link Datacenter

L2 Operations Engineer

2021-Present

- Monitoring servers (URLS, machines,space,cpu,memory)
- Installing windows & windows servers on Laptops & Servers
- Taking Backup & Archive VMs & machines
- Taking Offsite backup through tape library
- Creating LUNS through ISCSI
- Handling VM Replication
- Working on ACA project (monitoring the servers, handling service desk tickets)

LG Electronics

Spare Parts Coordinator

2016-2021

- Following up with customers' orders
- Knowing the price of spare parts of home appliances
- Ordering spare parts

Education

El Shorouk Academy

Bachelor's degree of communication Engineering

2008-2013

Grade

V.Good with Honor

Training /Courses

Certified in AZ-600: Configuring and Operating a Hybrid Cloud with Microsoft Azure Stack Hub

Certified in AZ-104: Microsoft Azure Administrator

Certified in AZ-305: Designing Microsoft Azure Infrastructure Solutions

Certified in Microsoft 365 Certified: Modern Desktop Administrator Associate

Certified in ADTRAN Technical Solutions Associate

Certified in Solarwinds

Certified in VCE Converged Infrastructure Associate (VCE-CIA)

Certified in ZYXEL Network professional in LTE

Certified in GSM & GPRS Basic Training course (JELCOM)

Skills

Communication skills

Client-oriented

Teamwork

Leader

Languages

English Proficient

Arabic

Native

Technical Skills

- Taking Backup from VM or physical server as a selection list through (BackupExec)
- Taking Backup from VM through Veeam & backup replication