



Hossam fahmy

senior software administrator
at Ministry of Defense

Location: Egypt
Education : Bachelor's degree, information technology
Experience: 13 Years, 11 Months

CONTACT

Location: Egypt
Name: Hossam fahmy
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LAST CV UPDATE: 2024-03-13

REF.: CV7937312

TARGET JOB

Target Job Title: IT Manager

Career Level: Management

Target Job Location: Qatar; Egypt; UAE; Saudi Arabia

Career Objective: FortiClient Endpoint Management Server installs and configures. Vmware(ESXI, HyberV, VCenter) install and configure. Maintain, and troubleshoot IT Systems (MS Active Directory, DHCP, DNS, GPO, File Server, Firewall). Support end users in all IT-related issues (software, hardware, network, OS, applications). Monitor and manage backup systems. Set up IT Rack, Patch panel, Termination, Patching cables, and UPS. Troubleshoot computers and laptop software running Microsoft operating systems, Android, and IOS Software. Installing and configuring computer hardware, software Windows 10, Windows Server 2016,2019. MS Office 365 applications such as Microsoft Office, SharePoint document sharing, and file sharing offline. install, and configure switches, wireless controllers, access points, and network-shared printers. Good knowledge of Micros Systems and Aloha Software Veeam Backup Solution.

Employment Type: Full Time Employee; Contractor; Part Time Employee; Commission

Notice Period: 1 month or less

PERSONAL INFORMATION

Date of Birth 18 March 1986 (Age: 38)

Gender Male

Nationality Egypt

Additional Nationalities Egypt

Residence Country Egypt

Visa Status Citizen

Name in Arabic حسام فهمي

Marital Status Single

Number of Dependents

Driving Licence Issued From Egypt

EXPERIENCE (13 YEARS, 11 MONTHS)

March 2024 - Present

senior software administrator

at Ministry of Defense

Location: Aswan, Egypt

Company Industry: General Engineering Consultancy

Job Role: Information Technology

Establishing a data center .

Installation of a network, server and firewall system .

Operating and managing servers through esxi and creating special systems for each department and division in the company .

Create a custom database for land reclamation and well drilling .

June 2022 - Present

Senior Software Support Engineer

at Digital Transformation Department in Aswan Governorate

Location: Aswan, Egypt

Company Industry: Administration Support Services

Job Role: Information Technology

Maintain, and troubleshoot IT Systems MS Active Directory, DHCP, DNS, GPO, File Server, and Firewall.

Support end users in all IT-related issues software, hardware, network, OS, and applications.

Monitor and manage backup systems.

Set up IT Rack, Patch panel, Termination, Patching cables, and UPS.

Setup & Configure & Deployment Users On FortiClient Endpoint Management Server.

Excellent with VMWare.

Veeam backup solution.

September 2020 - September 2023

Senior Support Network Engineer of South Upper Egypt Office

at Ecotel Holding

Location: Qena, Egypt

Company Industry: Telecommunications

Job Role: Management

Smart Schools project Tablet in Education

A national project in Egypt

Follow up with the FME team on daily Progress on Sites.

Manage and monitor the workflow cycle with a support engineer and FM.

Support office team through internal courses.

The link between our vendors in this project such as EMAC, Huawei, Silicon 21, Click Its, GPX, and El-Fateh.

Manage and monitor this national project with eServer.

Reporting Schools database up to date frequently.

The link between the Help Desk team and the NOC team with FMEs is frequent.

February 2020 - September 2020

Technical Support Specialist
at Interact Technology Solutions

Location: Cairo, Egypt
Company Industry: IT Services
Job Role: Information Technology

Our Hospitality Team is Working on Operating system For Restaurant (Aloha Software) .
Cover Americana restaurants in the Middle East .
Support And Resolve Tickets Issues Remotely from Egypt using Ultra VNC.

February 2019 - January 2020
Support Network Engineer of Qena Office
at Fiber Masr

Location: Aswan, Egypt
Company Industry: Telecommunications
Job Role: Information Technology

Smart Schools project Tablet in Education
National project in Egypt
Troubleshoot network technical ticket in schools.
Define and solve network problem whatever active problem or passive.
Pick up Faulty devices and Install new devices such as UPS, AP, and Switch...etc.
Test the school network and its efficiency.
Push up policies and users of schools network with NOC team.
Report maintenance cycle and take requirement evidences.

April 2017 - January 2019
Supervisor Technical Support
at stanly group mall and resturuent

Location: Alexandria, Egypt
Company Industry: Catering, Food Service, & Restaurant
Job Role: Information Technology

Aloha system installation & configuration .
windows 7,8, 8.1,10 installation & configuration & troubleshooting .
windows server 2003,2008, installation & configuration & troubleshooting .
Network installation & configuration software & hardware .
Camera & DVR system.
Windows OS troubleshooting.
MS Office troubleshooting.
Android and iOS troubleshooting.
Knowledgeable of PC hardware components.
Knowledgeable about printer, scanner.
Windows OS, MS Office.

June 2010 - April 2017
It Technical Support
at Trobicana for project

Location: Alexandria, Egypt
Company Industry: Catering, Food Service, & Restaurant
Job Role: Information Technology

windows server 2003
windows 7 & 8 & 10
Micros fadilio 3700
PC's & laptop
network installation & configuration
outlook mail 2007 & 2010
install & configure FTP server .
backup server .

Extra years of experience not listed above: 0 Years, 2 Months

EDUCATION

Bachelor's degree, information technology
at Elshorouk Academy

Location: Cairo, Egypt
June 2009

Grade: 4 out of 4

Information system technology

SPECIALTIES

Management

Questions: 0

Answers: 1

Microsystems

Questions: 0

Answers: 0

Windows Server

Questions: 0

Answers: 0

Networks

Questions: 0

Answers: 0

Help Desk Management

Questions: 0

Answers: 0

SKILLS

Development . fast learning

Level: (Expert)

Good communication with the team members & Speed in solving problems

Level: (Expert)

work under pressure

Level: (Expert)

Strong analytical skills

Level: (Expert)

Ability to prioritize as well as manage multiple

Level: (Expert)

Self motivated

Level: (Expert)

High self-confidence

Level: (Expert)

Fluency in written and spoken English

Level: (Expert)

Excellent troubleshooting, documentation and communication skills both oral and written.

Level: (Expert)

A detailed, organized and results-oriented mindset Ability to act in a responsive and sensitive mann

Level: (Expert)

Superb phone, chat and email etiquette.

Level: (Expert)

Ability to think outside of the box and find

creative ways to solve problems.

Level: (Expert)

A work style that's self-directed; you can work autonomously and as part of a team.

Level: (Expert)

Flexibility to work weekends and holidays as needed based on business demands.

Level: (Expert)

LANGUAGES

English

Level: (Expert)

HOBBIES AND INTERESTS

football

