# SHERIF ABDELMONIM MEGAWER

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## SUMMARY

Seeking a job in field of computer sciences or departmental works at a reputable company where my background and experience can be well utilized.

## EDUCATION
**Al Alson Higher Institute for Computer Science**
  B.S. in Computer Information Systems
  Bachelor Degree in Computer Science
  Major: Information System
  Grade: Good

**Theama Advertising & Marketing**                **IT System Administrator  2 0 2 2  – Present**

### RESPONSIBILITIES: -

- Install, maintain, troubleshoot, administer, manage users and upgrade all software requirement work.
- Diagnose and resolve hardware, software, network and telephony issues;
- Assist in developing operating, installation, and upgrade procedures for communication systems, hardware, network, security, storage and software;
- Assist in documenting current hardware and network environments, including servers, PCs, IT network systems, video conferencing and IP telephony;
- Research, analyze, and assist in developing documentation and new processes and procedures collaboratively with Director of Infrastructure.
- Assist in plan design, hardware implementation, software, network and telephony capabilities
- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues
- Provide documentation and technical specifications to IT staff for planning and implementing new or upgrades of IT infrastructure
- Attend in-person meetings with clients to analyze, troubleshoot and diagnose hardware problems
- creating, configuring, and administering Active Directory domains and forests, as well as adding new users to existing domains or forests
- Perform server administration tasks, including user/group administration, security permissions, group policies, print services, research event log warnings and errors, and Resource monitoring, ensuring system architecture components work together seamlessly
- Monitor datacenter health using preexisting management tools and respond to hardware issues as they arise; help build, test, and maintain new servers as needed
- Maintain internal infrastructure requirements including, laptop and desktop computers, servers, CCTV System, Access Control system, Time attendance Device printers, IP phones,
- Interact with the help desk and other teams to assist in troubleshooting, identify root cause, and provide technical support when needed
- Perform routine/scheduled audits of the systems, including all backups
- Actively update, maintain and monitor all aspects of computer networks
- Install and configure computer systems and applications within the company

**Network infrastructure Team leader          Prolink Engineering Works 2016 – 2022**
**RESPONSIBILITIES: -**

- Managing, supporting and documenting passive and material installation along with being responsible for network migration plans
- Leading and delivering different types of passive network projects on time with budget and quality throughout all project phases and performing project management roles and Responsibilities
- Site Management Manage, support and document passive and material installation.
- Maintaining, analyzing, and optimizing customer local area networks for maximum performance and availability along with documenting customer network and infrastructure problems
- Managing and conducting communications and change plans with the project manager
- Design Implementing network passive Infrastructure (Fiber/Copper), along with support and documentation.
- Cables Pulling, termination & testing.
- Data Center preparation including all the needed civil work, Raised Floor, Fire Alarm, UPS and Air conditioning.
- Implementing CCTV Systems
- Implementing Time attendance and access control
- liaising with the vendor/partner project managers to ensure seamless integration and coordination of tasks.

- Managing and conducting communications and change plans with the customer project manager
- managing resolution work with internal teams to fill information gaps and communicating architecture and technical solutions
- developing detailed project plans to track progress, creating and maintaining comprehensive project documentation
- Conducting Site Surveys as required to implement designed solutions Assignments Site Management


**B&G Hotels & Resorts                    IT Technical Support Engineer     2008 – 2016**
**RESPONSIBILITIES: -**

- Install, maintain, troubleshoot, administer and upgrade Microsoft Windows Server operating systems with all required server roles on assigned Servers.
- Install, and manage Microsoft Active Directory, DHCP, DNS, GPO, WDS,  DFS ,
- Install and configure all NAS Storage, QNAP, and Synalogy.
- Manage office 365
- Manage Web Mail Server
- Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet
- Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients,

- Install and configure Exchange mail for desktop and laptop
- Install, maintain, troubleshoot, administer, manage users and upgrade all software requirement work.
- Troubleshoot hardware, software, and network operating system
- Maintain current and accurate inventory of technology hardware, software and resources.
- Responsible for purchasing all devices related to the IT department and the needs of other departments
- Troubleshoot all technology issues.
- Load all required software for all staff After obtaining approval
- Dealing, supporting, handling & advising users in person and remotely.

- scheduling upgrades and security backups of hardware and software systems Identify and prepare hardware for disposal when appropriate
- Respond to customer inquiries and assist in troubleshooting and resolving challenges
- Preparing complete detailed reports listing requests for technical assistance, and the steps taken to resolve them, with the specified dates for the concerned individuals.
- Assist management in creating training materials pertaining to computer troubleshooting and usage

- Act as the initial point of contact for all computer and system related concerns from clients or other employees
- Organize and file documentation pertaining to warranties and instructional guides for computer hardware
- responding to technical support calls from end users of computers and software applications.
- Perform or delegate regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedure

**El Araby Group Company**          **Help Desk Support, 2004 - 2007**
**RESPONSIBILITIES: -**
- Monitor Service Desk for tickets assigned to the queue and process first-in first-out based on priority.
- Modify configurations, utilities, software default settings, for the local workstation
- Utilize and maintain the helpdesk tracking software
- Monitor and respond quickly and effectively to requests received through the IT helpdesk
- Working with customers. Employees to identify computer problems and advising on the solution
- Maintain and troubleshoot telephone systems.
- Provide helpdesk support and resolve problems to the end user's satisfaction
- Install and configure new workstations, peripheral equipment and software
- Maintain inventory of all equipment, software and software licenses
- Manage PC setup and deployment for new employees using standard hardware, images and software
- Ensure each workstation has a computer, monitor, keyboard, mouse, hard drive, and any additional specialized equipment.
- ability to install and administer computer hardware, software and networks
- Assign users and computers to proper groups in Active Directory
- Perform timely workstation hardware and software upgrades as required

**Certificate Skills:-**
**MCSA, CCNA, NSE1, NSE2 , A+, N+ ,HCSA**

**Language**
Arabic: Native
English: good

**Personal Data: -**
Marital Status: Married
Date of Birth: 1/6/1979

**LinkedIn** linkedin.com/in/sherif-megawer-788a12a6