IBRAHEM GERGEUS

System Administrator

Alexandria, Egypt | LinkedIn | +201208672025 | ibrahem.gergeus@gmail.com

OBJECTIVE

As IT Specialist with over 9 years of experience in technical support, software analysis, network configuration, server management, and troubleshooting, my interesting in continuous learning, give me chance to learn and lead Technical Team.
 I am seeking a challenging role where I can leverage my technical expertise to learn new technologies and DevOps.

EXPERIENCE

IT – Team Leader

Khalil Pharmacy Co, | Alexandria, Egypt   April 2015 – Present

1. Install, configure and managed Network and Firewall Sophos UTM 9 through VMware Server to manage access control on web and reduce usage Bandwidth.
2. Install, configure and manage Active Directory, servers for Application and Sharing Data Permissions.
3. Install and manage Exchange server 2016 for Internal Email Exchange.
4. Configure and monitor QNAP for Backup plan.
5. Plan and Execute software Upgrade plan for Softech Smart Business (POS Application) and analysis technical issues with Developers.
6. training end users to work smoothly with new updates.
7. Lead IT Team to resolve technical issues for 2nd level support and collaborate with them to implement IT Projects.

IT – Technical Support

Modern Wan Technology Co, | Alexandria, Egypt   March 2014 – April 2015

1- Install, manage and update servers AD and Network Infrastructure for small and medium companies.

2- Manage firewall Sophos and built VPN Site to Site between 2 Branches.

3- Install, configure and manage ESXI Server and setup virtual servers Machines on it to manage AD to our clients.

4- Setup network and patch panel from scratch for Computers and Camera system surveillance.

PROJECTS

1- **CMS Egypt**   **October 2021**
Build website cms-egypt.com using (HTML5 – CSS3 – Bootstrap 5).

2- Exchange Server 2016   **February 2021**

Implement and manage Exchange Server 2016 at Khalil Pharmacy Co. for
internal communication and data exchange between 43 Branch and HQ.

3- Sophos UTM Firewall   **January 2019**

- Install, configure from scratch Sophos UTM 9 Firewall
- Manager Internet Bandwidth and web control to reduce Internet Usage 60%.

TECHNICAL SKILLS

- Windows Server 2016 & 2019.
- Exchange server 2016.
- Windows 10 & 11.
- Microsoft office.
- VMware & ESXI server.
- HTML 5.
- CSS 3.
- Bootstrap 5.
- WordPress.

EDUCATION

1- Advanced Web Developer Course (Udemy)   July -October 2020

Learned HTML 5, CSS3, JavaScript Fundamentals, and Bootstrap 5.

2- CCNA (Self Study)   October – December 2017

Learned Network Skills, TCP/IP, NAT, DHCP, Subnetting and routing concepts that help me to build and manage Firewall from scratch.

3- MCSA (Self Study)   July – October 2017

Windows server management, AD and Exchange 2016 which helped me to manage servers and Exchange Mail server.

LANGUAGE SKILLS

- Arabic (Mother Toung)
- English (B1)
- Deutsch (B1 – In Progress)

REFRENCES

- Dr Salma Saad Eldin – Deputy HR Manager at Khalil pharmacy – 01001170711
- Eng Hesham Ezzat – IT Manager at Khalil pharmacy - 1017659281