

AHMED MAHDY

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Professional Summary

- A highly enthusiastic IT Professional with leading-edge expertise, passion, and a sense of humor to deliver high-ROI technology using international IT standards.
- Quick to grasp new ideas and concepts, enjoy being part of, as well as leading, a successful and productive team, I am constantly developing my skills, experience and portfolio or work.
- Ability to multitask in an interrupt-driven environment, working well in a team or independently with little or no direction, drive customer issues to resolution into the organization, and having a proven experience in dealing with customer issues in a demanding environment with excellent problem-solving, communication, presentation and leadership skills.
- I am a technology pinch-hitter excelling in many aspects of ITIL processes, with interest in frontend and backend OS and software support and networking between computers and devices.
- I am enthusiastic proponent of technology always seeking opportunities on- and off-the-job to make the latest innovations accessible to the widest possible customers.

Technical Skills

Information Technology

- ITIL Foundation V3: Service Transition, Operation and CSI with excel in Incident Change Management
- Incident Management Software: Remedy BMC, ManageEngine ServiceDesk

Hardware

- Servers: Installation, backup, hot swapping, ILO management and troubleshooting variety of rack mount and tower servers from different vendors
- PCs: Assembly/disassembly, maintenance, drivers, BIOS, troubleshooting of Desktop/Laptop, mobile devices
- Printers: Maintenance, troubleshooting of wide range of offline and network printers (single, multifunctional, specialized: Plotters) including configuration of printing server and integration with LDAP

Networking

- IP Networks: Access and core switch installation, configuration and maintenance. Cabling and labeling of CAT and fiber links.
- Telephony: IPPBX installation, configuration and troubleshooting, setting dials plans, extensions and rules
- VPN: VPN Gateways (hardware and software) installation, configuration and troubleshooting
- Cisco IOS CLI: Setting switch vanilla configuration, set Data/Voice/Server VLANs, shut/no shut of ports

Operating Systems

- Server: Windows Server 2003-2016: Active Directory, AD SI, IIS, File Server, Quota Manager, DHCP, DNS, SCCM, WSUS
- Desktop: Windows 9X-10, Linux: Redhat, Fedora, Mint, MacOS 10.x
- Mobile: Android, iOS, Windows Phone

Programming

- Scripting: PowerShell, Python (basic), JavaScript (basic), Cisco IOS
- Web: HTML5, CSS, JS (basic)

Virtualization

- Server: VMWare ESXi, Citrix XenServer, XenDesktop VDI, Microsoft HyperV
- Client: VMWare Workstation, Oracle VirtualBox, MS HyperV

Security

- Malware Protection: McAfee EPO, setting rules, policies
- Encryption: McAfee Drive Encryption, Microsoft BitLocker, Microsoft AppLocker
- Firewalls: Sophos, Microsoft TMG, McAfee EPO
- PKI: SafeNet PKI, Microsoft PKI, Gemalto PKI (CAAdm2)

Software

- Productivity: Microsoft Office suite (Word, Excel, PowerPoint, Outlook, Access), PowerPivot
- Graphics: Adobe Photoshop

Professional Experience

IT Service Support Engineer – Level II

Orange Business Services – Egypt Major Service Center, Cairo

11/2015 to Present

Within the LIS team, the scope of this job is to ensure the following tasks for onsite and regional perimeters

- 2nd level incident management over BMC® Remedy in compliance with ITIL® 3.
- Active Directory Domain Controller administrator for Orange FT Group.
- Hardware and software troubleshooting for local IT infrastructure.
- Corporate system image based on Windows 7/10 plus software troubleshooting for 17 regions.
- Local site hardware support for more than 3000 PCs and 100+ servers.
- IT asset management by managing the park from ordering, managing reception, disposal and maintenance of hardware inventory.
- Managing and processing of PC requests, monitors and consumable requests.
- Issue periodical reports and identify trends for improvement.
- Installing new hardware and software and develop documentation.
- Cabling and network devices installation within local premises.
- Configuration of access and core network switches using Cisco IOS CLI.
- Managing complex local network topology for IP subnets, VLANs for data, telephony, printers, CCTVs, Access controls and servers using efficient IP® IP Manager.
- Local IT project management for expansion, replacement and migration of network components.
- Conduct users outreach and awareness sessions for existing and new joiner orientation program.
- Team coaching and training for new joiners.
- Maintain, develop and review knowledgebase and documentation.
- Identifying and reporting issues on a sophisticated level.

MDM BYOD Global Support Engineer – Level II

- Provide user support for BYOD MobileIron® MDM for iOS, MacOS, Android and Windows.
- Applying group labels, provisioning, retiring, lock/unlock devices.
- Managing MobileIron corporate apps, corporate certificates and troubleshooting on 2nd level.
- Configuring Exchange ActiveSync for mobile devices for corporate email access.

Orange Cloud Internal Drive Global Support Engineer – Level II

- Provide user support for Orange Cloud Internal Drive on 2nd level.
- Troubleshooting user sync, backup, recovery and connectivity issues.
- Provisioning, group management, quotation management, policies administration.
- Manage backup schedules, sync, throttle and backup sets.

VDI Global Support Engineer – Level II

- Creating instance of VDI over Citrix® XenDesktop over XenServer.
- Providing 2nd level of troubleshooting for VDI users.
- Setting sessions, resetting user profiles, configuring software installation over VDI.
- Troubleshooting network access, connectivity issues, AD provisioning, utilization issues.

Public Key Infrastructure Authority Administrator (CAAdm2)

- Provide digital certificates for PKI Card (Public Key Infrastructure) holders.
- Provide support for invalid certificates, revoke and renew certificates for users.
- Provide training for PKI card holders to use the service.

Regional IT Manager

EVIC “Engineering Values International Consultant” – Nasr City, Cairo

11/2014 to 11/2015

- Implement and Deploy IT Strategies.
- Day-to-day administration and troubleshooting of regional offices (4 locations).
- Administration and troubleshooting servers (File Server, Backup Server, Internet Server, Proxy Server, IIS Server, DHCP Server, DNS Server) plus wired and wireless networks and other server infrastructure.
- Administration and troubleshooting of staff emails accounts (Microsoft Office 365).
- Administration and troubleshooting of company's websites.
- Managing, maintaining and troubleshooting printers, scanners, faxes, CCTVs, access control.
- Team player, supervising IT staff and distribute tasks on daily basis.

IT Consultant

Inspire Solutions Ltd – Nasr City, Cairo

03/2012 to 10/2014

- Design and Plan IT Strategies.
- Implement and Deploy IT Strategies.
- Providing consultancy for required IT solution.
- Administration and troubleshooting servers plus wired and wireless networks and other infrastructure.
- Administration and troubleshooting of staff emails accounts (Microsoft Office 365).
- Administration and troubleshooting of company's websites.
- Managing, maintaining and troubleshooting of IT assets.

System Integrator

Arab International Optronics “AIO” – Heliopolis, Cairo

10/2010 to 12/2011

- Matching customers' needs with existing products.
- Quickly understanding how to operate a system or a GUI.
- A generalist, knowing a little bit about large number of products.
- Diagnosing and troubleshooting issues.
- Validation and inspection of integrated systems.
- Research existing products and software components.

IT Systems Engineer – System Administrator

ICT Project – Ministry of Higher Education – Mohandseen, Giza

09/2009 to 10/2010

- Office 365 E-mail administrator for ICTP and ministry of higher education delivering service to more than 1.5M students, staff members and administrative staff.
- Developer, architect, and administrator of IBM WebSphere Web portal.
- Handling user incidents, troubleshooting PCs (Hardware, Software, OS) and Smartphones
- Initiation of a special project "Egyptian Universities IT Framework" in cooperation with Microsoft based on MOF/ITIL standards with design and implementation of IT policies.
- Preparing and presenting sessions about Internet Safety for university students as part of CyberPeace Initiative. Conducted more than 35 sessions for thousands of students.
- Preparing ICT related media publications, supervision on design and release.

Site Migration Project (Pyramid Project)

Jan 2018 – July 2018

Migration of all managed network switches, access points, printers and servers in complex topology of OBS Egypt MSC site to new location. Awarded OBS Egypt Excellent Achiever for 1H 2018

- Reactively performed installation of 100+ managed switches, access points and printers
- Connectivity of switches with core switches
- Change of existing VLANs (Data/Voice/Server/CCTV..)
- Coordination with existing running servers' owners for down time for migration
- Coordination with real-estate and facilities management
- Coordination with security, telephony and technicians
- Setting basic configuration of switches using Cisco IOS CLI
- High coordination with networking team for full configuration
- Supervising cabling and labeling process
- Providing cables for impacted users in accordance to move
- Coordinating with other team members for smooth operation

Script Automation Project

Jan 2017 – Jun 2017

Remote Automation Project for OBS Local IT Engineers on all regions using Microsoft PowerShell. Awarded OBS IT Excellent Achiever for 1H 2017

- Coordination with peers in HQ in France
- Coordination with host server owners
- Developing scripts in PowerShell for ease of automation for Local IT
- Script to rearm Windows and Office remotely
- Script to clear cache from PC
- Script to clear SCCM cache
- Script to fix corporate certificates
- Script to push software to target machines instead of FTP in case of WSUS/SCCM issues

Network Switches Replacement Project

Dec 2015 – Dec 2015

Replacement of all managed network switches in complex topology of OBS Egypt MSC site

- Preparing communication to impacted floor leads, processes owners
- Performed smooth migration with minimal down time
- Replacement of old switches with new switches
- Installation of switch stacks
- Setting basic configuration of switches
- High coordination with networking team for full configuration
- Supervising cabling and labeling process
- Coordinating with other team members for smooth operation

VPN Gateway – IP Telephony Project

Feb 2015 – Mar 2015

Project to connect remote offices with local resources and VOIP IP Telephony solution (Cairo, Jeddah and Dubai) of EVIC Intl. LLC

- Design and plan of VPN and IP Telephony solution
- Decision of hardware according to budget
- Installation of VPN Gateway, IPBX and IP Phones
- Configuration of VPN tunnels, IPBX dial rules, plans, extensions
- Testing and validation of service integrity
- Support and troubleshooting of operational service

Education

MSc. Eng.: Masters in Computers Engineering

Faculty of Engineering – Cairo University – Cairo, Egypt

Current

- Postgraduate student in Master of Science in Computers Engineering credit hours program

BSc. Eng.: Bachelors in Computers Engineering

Faculty of Engineering – Tanta University – Tanta, Egypt

2009

- Overall Grade: Good
- Graduation Project: Customized Mobile Robot System (Embedded System)
- Graduation Project Grade: Excellent (100%)

Training and Development

- **PMP (Project Management Professional)** (Orange Business Services) – 2018
 - PMBOK Guide 6th Edition with Agile Practice guide
 - Project phases (Inputs, Tools, Outputs)
 - Process groups (Initiating, Planning, Executing, Monitoring and Controlling, Closing)
 - Project (Integration, Scope, Schedule, Cost, Quality, Resource, Communication, Risk, Procurement, Stakeholder) Management
- **ISM (Information Storage Management)** (Orange Business Services) – 2018
 - Computers technology
 - SAN Networks
 - NAS technology
 - Big Data basics
 - Cloud basics
- **Acculturated Agility in Action** (Orange Business Services) – 2018
 - Define representation of Agile Mindset.
 - Complete understanding of the Agile Manifesto (values and principles).
 - Adoption the Agility in Action Mindset in line with business strategy.
 - Understand the fundamentals and apply Agility to their everyday job.
 - Continuous self-inspect and adapt to new practices and applications.
- **Skype for Business Upskilling Program** (Orange Business Services) – 2017
 - Active Directory
 - Skype for Business Overview
 - Installation and Implementation
 - Skype for Business Client & Server Administration
 - Skype for Business Enterprise Voice
 - Skype for Business 3rd Party Vendors: Sonus, Skype Phones
 - Advanced I
 - Advanced II
- **French Language – Level 1** (French Cultural Institute) - 2017
- **ITIL Foundation V3** (Orange Business Services) – 2016
- **Soft Skills** Time Management, Communication Skills, Work-Life Balance, Strategic Thinking and Problem Solving

Professional Affiliation & Awards

- **Excellent Achiever** OBS Cairo MSC Local Award for H1 2018 for Pyramid Project
- **Excellent Achiever** OBS IT / ISM Local Award for H1 2017 for SPOT Scripting by PowerShell
- Ranked the Second highest score in the **Skype for Business** Upskilling program
- Nomination of **Microsoft** Most Valuable Professional "**MVP**" award 3 successive times
- Alumni member of **Microsoft** Student Partners Global Program
- Member of **Microsoft** Tech-Club Founders
- Member of International Electrical and Electronics Engineers "**IEEE**" organization
- Member of Internet Society "**ISOC**" foundation

Language Skills & Personal Information

Personal Information

- Nationality: **Egyptian** Citizen
- Birthdate: 31 December **1986**
- Military Service: **Completed** as Good Example

Languages

- **Arabic**: Mother Tongue/ **Native**
- **English**: **Fluent** for each spoken and written
- **French**: Fair **business knowledge**