

AHMED MAHDY



🏠 8 Autostrad Rd., Sixth Zone, Nasr City, Cairo, EGYPT | 📞 (+20) 0222759399 | 📱 (+20) 01000094586
✉️ ahmedm@ahmedmahdy.com | 🌐 www.ahmedmahdy.com | 🌐 www.linkedin.com/in/ahmedmahdy

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 direction, and drive customer issues to resolution into the organization, and having a proven experience in dealing with customer issues in a demanding environment with excellent presentation, communication, leadership and problem solving skills.
- I am a technology pinch-hitter excelling in many aspects of Software Engineering & ITIL processes, with particular interest in frontend and backend support and networking between computers and devices. I am interested in a permanent position in an enterprise Software or Information Technology Corporation.
- Enthusiastic proponent of technology always seeking opportunities on- and off-the-job to make the latest innovations accessible to the widest possible customers. Experience includes roles with top government and tech giants.

Technical Skills

Information Technology

- ITIL Foundation V3: Strategy, Design, Transition, Operation, Continual Service Improvement
- Frontend & Backend Support: Microsoft Windows, Linux, iOS, Android, MacOS

Internet & Web Development

- Web Development: ASP.NET, PHP, HTML5, CSS
- Portals: IBM WebSphere Portal, Microsoft SharePoint
- CMS: WordPress, BlogEngine.NET, Joomla, and Drupal

Operating Systems

- Microsoft Windows: MSCE/MCSA
- LINUX: Internals, Development, Administration, Power User
- Embedded & Mobile: Windows Embedded CE 6.0, Google Android OS

Servers

- Microsoft IIS, Active Directory, Exchange Online, File Server, TMG, DHCP, DNS and SAN

Security

- McAfee EPO, Linux Kali, Firewalls programmed security, Hardware security, VPNs

Computer Networks

- CCNA: IPv4, IPv6, Wired Networks, Wireless Networks, Network Operation, Operations for medium-size routed and switched networks, Implementation and verification of connections to remote sites in a WAN, Cisco IOS administration
- Windows networking: Expert

Software

- Microsoft Office: Word, Excel, PowerPoint, Outlook, Visio, Project
- Graphics Software: Adobe Photoshop CC, Microsoft Expression, and Corel Video Studio



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 Remdedy
- Hardware and software troubleshooting for local IT infrastructure
- Ensuring service continuity
- Field engineer dispatch for more than 20 regions worldwide
- End users second level of support for PC related issues on both hardware and software scale
- Escalation matrix management
- Identifying and reporting problems on a sophisticated level
- IT systems administration and data integrity
- Issue periodical reports and identify trends for improvement
- Installing new hardware and software and develop documentation
- Cabling and network devices installation for Cairo MSC site
- Advanced network management
- IT asset management
- IT Supplies management
- Capacity management
- Team coaching and training
- Maintain knowledgebase and documentation
- Local IT project management
- Conduct users outreach and awareness sessions
- Second Level of support BYOD - MDM service globally
- Second level of support the Internal Cloud Drive service globally
- Second level of support the VDI application "Virtual Desktop Interface" for end users globally

Public Key Infrastructure Authority Administrator (CAAdm2)

Orange Business Services – Egypt Major Service Center, Cairo

11/2015 to Present

- 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

This role was a transitioning shift towards high end professional overseas Engineering Consultancy Services (ECS) where mega projects are designed and implemented.

- Design and Plan IT Infrastructure & Light Current for medium to mega projects.
- Implement and Deploy IT Strategies.
- Overseas Helpdesk manager.
- Day-to-day administration of regional offices (HQ, Cairo 2, Jeddah and Dubai branches).
- Maintaining and monitoring the servers (File Server, Backup Server, Internet Server, Proxy Server, IIS Server, DHCP Server, DNS Server, wired and wireless networks and other server infrastructure.
- Managing staff emails (Microsoft Exchange Online “Office 365”).
- Managing company's websites.
- Managing printers, scanners, faxes, copiers.
- 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.
- Providing instant support for IT issues on-premise and off-premise (Hot Traveler).
- Technology decision maker.
- Set up staff workstations with PCs, Macs, phones and laptops.
- Maintaining and monitoring the server room, the wireless network and other server infrastructure.

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 a large number of products.
- Diagnosing and troubleshooting issues.
- Research existing products and software components.

IT Systems Engineer – System Administrator

ICT Project – Ministry of Higher Education – Mohandseen, Giza

09/2009 to 10/2010

- Charged with achieving "stretch" goal that increased university e-mail service activation by 15% in the first academic year.
- E-mail administrator for ICTP and ministry of higher education delivering service to more than 1.5M students, staff members and administrative staff.
- Project included creation, management of ICTP HQ e-mail accounts and supervision of other accounts; in addition to coordinating with some staff member and e-mail service owner to solve email service incidents, and helping in activation of e-mail service for both staff and students.
- In addition to this, I was the developer, architect, and administrator of ICTP Web portal, which was a replacement for basic CMS.
- Technical and leadership accountability for the project responsible in deploying ICT all over Egyptian Universities.
- Providing professional support and consultancy for customers and managing their incidents for their PCs (Desktops and Notebooks with Microsoft Windows) and Smartphones (iOS, Android & Symbian).
- Initiation of a special project "Egyptian Universities IT Framework" in cooperation with Microsoft Egypt based on MOF/ITIL standards with design and implementation of IT policies.

Program Manager

ICT Project – Ministry of Higher Education – Mohandseen, Giza

09/2009 to 10/2010

- Over 17,000 university students from all over Egypt got benefits from exclusive sessions in the CyberPeace Initiative Program.
- Managing and supervising 19 Egyptian universities represented in 38 coordinators of professors and staff members in the CyberPeace Initiative Program for Ministry of Higher Education.
- In addition to coordination with owners of the initiative: MCIT "Ministry of Communications & IT" and some social civil corporations.
- Gathering coordinators' reports and making overall reports about initiative's activities monthly and quarterly.
- Making more than 30 presentations shows at Leaders Preparation Institute in a variety of Egyptian universities.

Education

MSc. Eng.: Masters in Computers Engineering

Faculty of Engineering – Cairo University – Cairo, Egypt

Current

- Postgraduate student in Masters 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

- **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

Professional Affiliation

- **Excellent Achiever** OBS IT / ISM Local Award for H1 2017 for 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**