

Ahmed Mahdy

Senior IT Service Support Engineer

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SUMMARY

A highly passionate IT Professional with more than 11 years of experience in internal tools and corporate operations of IT and network and IT support in one of the top telecom and tech giants excelling in both infrastructure and user hardware and software platforms including PCs, servers, and network devices. Experience including dealing with wide diverse types of users with direct and remote engagement in a highly dynamic environment in agile way. The more I gain experience, the more I break records in exceeding expectations of my employers.

Key skills include:

DevOps | ITIL | MS Windows | Windows Sysinternals | Active Directory | LDAP | DHCP | DNS | SCCM | VDI | MDM | Networking | Routing | Switching | LAN | WAN | Wireless | VOIP | PKI | BYOD | iOS | Google Suite | iOS | IT Service Management | Incident Management | Change Management | Android | Technical Support | Documentation | Project Management | Asset Management | Inventory Management

WORK EXPERIENCE

Orange Business Services, Cairo

Senior IT Service Support Engineer – Level II, 11/2015-Present

- IT Operations Excellent Achiever 3 times award-winning in less than 4 years
- Achieved Exceed Expectation rating for 3 times in less than 3 years
- Early adoption to be first ever member in IT Division to study and obtain ITILv4 certificate
- Collaborating with industrialization and engineering teams to optimize and automate Office IT tasks for process improvement
- Contribution in interviewing process for team candidates
- Coaching and training team colleagues and provide orientation for new hires with experience and continuous support
- Contribution in resolving very complex incidents without the need to escalate to next level
- Contribution in identifying the root cause of 2 major problems and resolving them, one of those problems were out of scope
- Providing advanced support for modern services: MDM BYOD, VDI, Cloud Internal Drive and PKI to internal users globally
- Engagement with users by providing user training and IT induction training for new joiners
- Collaboration with team members to enhance, optimize and establish new network infrastructure including switch installation and configuration for new premises

EVIC Europe Consulting LLC, Cairo

Regional IT Manager, 11/2014-11/2015

- Installation, operation and management of VPN gateway and IPPBX VOIP solution to link 4 offices
- Deploying ITSM solution for incident management and training users and team based on ITIL3
- Expanding network and server load scalability by 100%
- Introducing Office 365 email and collaboration services to replace legacy email services
- Development and upgrade of legacy website
- Contribution in interviewing process for team candidates
- Leadership and training of team members

Inspire Solutions Ltd, Cairo
IT Consultant, 03/2012-10/2014

- Planning and implementing the kernel of IT department and infrastructure
- Deploying complete IT system including PCs, servers, network, VOIP Communications and access control
- Setting the structure of website
- Suggesting kernel of basic ticketing system to solve user incidents upon company expansion
- Contribution in interviewing process
- Contribution in deployment of People Management Information System PIMS as a kernel for HR department

ICT Project - Ministry of Higher Education, Cairo
IT Systems Engineer, 09/2009-10/2010

- Microsoft Live@Edu (Office 365) for email and collaboration services project coordinator with Microsoft for 1.5 million students, professors and staff in 17 universities
- Supervision on deployment of 1.5 Live@Edu accounts
- Contribution in setting the technical terms for the development and deployment of Portals of Egyptian public universities
- Supervision on development of first portal by IBM WebSphere for the ICT Project
- Preparation and conduction of more than 35 lectures for Internet Safe Usage as part of CyberPeace International Initiative and representative of Ministry of Higher Education

EDUCATION

- Masters of Computer Engineering, Present
Faculty of Engineering - Cairo University, Cairo - Egypt
- Bachelors of Computer Engineering, 2009
Faculty of Engineering - Tanta University, Tanta – Egypt

TRAINING

- DevOps Fundamentals, PeopleCert, 2020
- ITIL Foundation v4, AXELOS, 2019 | Certificate Number GR671071920AM
- PMP, Orange Business Services, 2018 | BMBOK 6th Edition
- ISM Orange Business Services, 2018 | Information Storage Management
- Agility in Action, Orange Business Services, 2018 | PMI Agile
- Skype for Business Upskilling, Orange Business Services, 2017

LANGUAGES

- English: Fluent
- Arabic: Mother Tongue (Fluent)
- French: Basic