

Ahmed Mahdy

SENIOR IT SERVICE SUPPORT ENGINEER

ahmedm@ahmedmahdy.com ✉

(+20) 10000 945 86 📞

Zone 6, Nasr City, Cairo, EGYPT 📍

www.linkedin.com/in/ahmedmahdy 🌐

www.ahmedmahdy.com 🌐

SUMMARY

A highly passionate IT Professional with more than 12 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. More interactive info at ahmedmahdy.com

TECHNICAL SKILLS

DevOps	● ● ● ● ●	Skype for Business	● ● ● ● ●
IP Networking	● ● ● ● ●	DHCP / DNS / LDAP	● ● ● ● ●
Microsoft Windows	● ● ● ● ●	Microsoft Teams	● ● ● ● ●
VMWare ESXi	● ● ● ● ●	IT Security	● ● ● ● ●
ITIL 4	● ● ● ● ●	PKI	● ● ● ● ●
Citrix XenServer	● ● ● ● ●	Cloud Administration	● ● ● ● ●
MS Sysinternals	● ● ● ● ●	Microsoft Teams	● ● ● ● ●
Data center	● ● ● ● ●	SaaS	● ● ● ● ●
Microsoft 365	● ● ● ● ●	Value Service	● ● ● ● ●
VPN	● ● ● ● ●	Project Management	● ● ● ● ●
Incident Mgmt	● ● ● ● ●	Agile	● ● ● ● ●

PROFESSIONAL EXPERIENCE

Senior IT Service Support Engineer – Level II

Orange Business Services Nov 2015 - Present

- Onboarding and global support expert for Microsoft 365 (aka Office 365) for OBS staff
- 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 member in IT Division to 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 escalation 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
- Contribution in deployment and migration to Microsoft 365 suite and Microsoft Teams to all OBS staff
- Expert support and onboarding member for Microsoft 365 suite to all OBS staff

Regional IT Manager

EVIC Europe Consulting LLC Nov 2014 - Nov 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 service to replace legacy email and independent services
- Development and upgrade of legacy website
- Contribution in interviewing process for team candidates
- Leadership and training of team members

IT Consultant

Inspire Solutions Ltd Mar 2012 - Oct 2014

- Planning and implementing the core 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

IT Project Engineer

ICT Project, Ministry of Higher Education Sep 2009 - Oct 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

PROJECTS

Project RISE – Automation

Automation Leader 2019

Validation and selection of variety of automation ideas that have high impact to day-to-day business operations

- Holding idea generation sessions for highly impact day-to-day business tools
- Validation of proposed ideas against best ROI
- Supervision of RISE Automation program Hackathon
- Brainstorming with idea owners for best practices

Project Pyramid

IT Project Engineer 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

Project SPOT – Automation

Project Engineer 2017

Remote Automation Project for OBS Local IT Engineers on all regions using Microsoft PowerShell based on DevOps. 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

Project Network Upgrade

Project Engineer 2016

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

Project VPN – VOIP Gateway

Project Manager 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

Pre-Masters of Computer Engineering

Faculty of Engineering, Cairo University 2016

Bachelors of Computer Engineering

Faculty of Engineering, Tanta University 2009

CERTIFICATION

ITIL™ 4 Foundation

AXELOS Global

Credential ID 9980028935880816

Microsoft Certified System Engineer - MCSE

Microsoft

Qualified with 15 years solid experience, not certified

SCRUM Fundamental Certified - SFC™

VMEdU Inc.

Credential ID 805813

Cisco Certified Network Associate - CCNA

Cisco

Qualified with solid 12 years experience, not certified

Six Sigma Yellow Belt

VMEdU Inc.

Credential ID 732346

AWARDS

Hackathon Automation Leader Award

Orange Business Services

Hackathon Automation Award for OBS Egypt MSC

Excellent Achiever - OBS H1 2018

Orange Business Services

Excellent Achiever Award issued by Orange Business Services Egypt MSC for contribution in Orange Pyramid Project

Excellent Achiever - ITSM H1 2017

Orange Business Services

Excellent Achiever Award issued by ITSM Unit for contribution in scripting project using Microsoft Powershell

Skype for Business Upskilling Program

Orange Business Services

Ranked 2nd Achiever on Skype for Business Upskilling Program

Microsoft Most Valuable Professional 2007 (User/Shell)

Microsoft

3 times nomination for the MVP Award

LANGUAGES

English



French



Arabic



PERSONAL SKILLS

Self-motivated



Teamwork



Passion to learn



Negotiation



Problem-solving



Communication



Troubleshooting



Presentation



Responsibility



PERSONAL INFORMATION

- Date of Birth: 31 December 1986
- Marital Status: Single
- Military Service: Completed with rank Good Example