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New Cairo, Cairo Egypt

Skills

- Microsoft Windows
- Azure Stack HCI
- ITIL 4
- MS Sysinternals
- Data center
- DevOps
- IP Networking
- Microsoft 365
- VPN
- Failover Clustering
- Incident Management
- DHCP / DNS / LDAP
- Microsoft Teams
- IT Security
- PKI Infrastructure
- Cloud Administration
- Azure Kubernetes Services (AKS)
- SaaS , PaaS , IaaS
- Project Management
- Agile
- Microsoft Azure
- Azure Arc
- SDN Networking
- PowerShell Scripting
- Storage Spaces Direct (S2D)
- Microsoft Power Automate
- High Availability
- Windows Admin Center
- Hyperconverged Infrastructure
- Azure VM Virtual Machines
- Microsoft Power BI
- Azure Active Directory (AAD), EntraID
- Extended Clusters
- Microsoft Excel
- Windows Networking
- Active Directory
- VMware ESXi
- Microsoft Power Platform
- Self-motivated

Ahmed Mahdy

Summary

Dedicated Senior IT professional with over 15 years of experience providing exceptional support for top-tier tech companies. Specializing in infrastructure software and hardware platforms, including servers, storage, and network devices. Proven track record in managing cross-functional teams, driving strategic initiatives, and enhancing operational efficiency. Proficient in handling complex technical issues, leading incident resolution efforts, and fostering inclusive environments. Committed to continuous improvement, leadership development with updated industry trends

Experience

Microsoft Corporation - Support Escalation Engineer

10/2021 - 07/2023

Role was FTE "Full Time Employee" – Microsoft CEMA/CSS/WINCOM/A&I in EMEA region

- Provide advanced technical support for strategic customers on the Windows Azure Stack HCI platform, including Storage and High Availability, Clustering, Extended Clusters, Storage Spaces Direct S2D, Hyperconverged infrastructure, and integration with Azure Services, Azure Arc, Azure Benefits, Azure Resource Bridge, Azure Kubernetes Services, and Windows Admin Center.
- Review complex issues and engage with customers to understand their problems, utilizing troubleshooting tools such as event logs and performance traces to resolve issues and provide regular updates to customers regarding the status and solution progress.
- Act as an advisor to strategic customers, handling complex, repeatable, or escalated cases, and creating technical articles for internal or customer-facing knowledge bases to enhance customer understanding.
- Perform complex product troubleshooting and remediation, collaborating with development teams to drive incident resolution for configuration, code, or other service deficiencies impacting customers. Analyze problem patterns to optimize support engineering delivery at a team or regional level.
- Collaborate on cross-team and cross-product technical issues, working with resources from other groups to resolve complex customer problems.
- Implement end-to-end readiness programs, contribute to the content and readiness strategy, and develop expert-level competence on support topics.
- Provide feedback to senior engineers or the serviceability team on product functionality based on customer engagements. Contribute to the product group for product improvement.
- Engage with the engineering team to investigate product bugs, collaborate with stakeholders and senior team members on fixes, and contribute to the development of automation techniques and diagnostic tools to improve cross-group effectiveness.
- Mentored new hires for onboarding, ensuring their smooth integration into the team.

- Problem-solving
- Troubleshooting
- Compliance Management
- Technology Industry Knowledge
- Responsibility
- Teamwork
- Negotiation
- Presentation
- Analytical Skills
- Automation
- Conflict Resolution
- Creativity
- Technical Advisory
- Customer Advocacy
- Data Analysis
- Business Relationship Management
- Decision Making
- Technical Writing
- Diversity Promotion
- Documentation
- English Language Proficiency
- Executive Relationships
- Open Source Integration
- Oral Communication
- Quality Assurance
- Readiness Programs
- Technical Communication
- Written Communication
- Applications and Infrastructure Foundation

Education And Training

09/2009

Bachelor of Computer

Engineering:

Tanta University

Egypt

Websites, Portfolios, Profiles

- [linkedin.com/in/ahmedmahdy](https://www.linkedin.com/in/ahmedmahdy)
- ahmedmahdy.com

Orange Business Services – Senior Office IT Service Support Engineer - Level II

11/2015 - 10/2021

Role was FTE “Full Time Employee” – Orange Business Services Egypt MSC

- Served as Microsoft Modern Workplace Consultant for Microsoft 365 (formerly Office 365) for OB staff, providing advanced support for modern services such as MDM BYOD, VDI, Cloud Internal Drive, and PKI to internal users globally.
- Received the IT Operations Excellent Achiever award three times in less than four years and consistently achieved an Exceed Expectations rating for three consecutive years.
- Demonstrated early adoption by becoming the first member in the IT Division to obtain ITILv4 certification.
- Collaborated with industrialization and engineering teams to optimize and automate Office IT tasks, resulting in process improvement.
- Contributed to the interviewing process for new team candidates and provided coaching, mentoring, training, and orientation for new hires.
- Collaborated with team members to enhance, optimize, and establish new network infrastructure, including switch installation and configuration for new premises.
- Played a crucial role in the successful deployment and migration to Microsoft 365 suite and Microsoft Teams for all OB staff as an expert support and onboarding member for the Microsoft 365 suite.
- Resolved highly complex incidents without escalation to the next level and identified the root cause of two major problems, one of which was out of scope.
- Conducted Office IT induction training for company-wide new joiners.

EVIC Europe Consulting LLC - Regional IT Manager

11/2014 - 11/2015

- Successfully installed, operated, and managed a VPN gateway and IPPBX VOIP solution to link four offices, resulting in streamlined communication and increased efficiency.
- Deployed an ITSM solution for incident management and provided training to users and team members based on ITIL3 best practices.
- Expanded network and server load scalability by 100%, resulting in improved performance and the ability to handle increased traffic and demand.
- Successfully introduced Office 365 services to replace legacy email and independent services, resulting in increased collaboration and productivity.
- Developed and upgraded a legacy website, resulting in improved user experience and increased engagement.
- Contributed to the interviewing process for team candidates and provided leadership and training to team members.
- Managed a team of 2 IT managers in KSA and UAE, as well as a team of IT Specialists in Cairo headquarters and provided leadership, guidance, planned and organized training programs for team members.

Inspire Solutions Ltd - IT Consultant

03/2012 - 10/2014

- Planning and implementing the core of IT department and infrastructure.
- Deploying complete IT system including PCs, servers, network, VOIP Communications and access control.
- Suggesting kernel of basic ticketing system to solve user incidents upon company expansion as well as company website development and administration.

Certifications

- ITIL 4 Foundation

P,H@,8C,7,Cc,6,S,8,H@,s,8,8,S,H@,s,8,8,8,H@,s,8,8,B,1,S,P,8,8,M,8,6,8,s,8,8,M,H@,s,8,8,P,k,8,S,6,8