

Sherif Abed Khattab

Nationality	Egyptian
Year of Birth	1981
Profession	Information technology
Degree:	Bachelor of Computer Science
Specialization	Automated systems, security systems and ERP systems
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❖ Objective

To obtain a challenging Roles leading to a promising position in the information technology career.

❖ EDUCATION AND QUALIFICATIONS

❖ 6 October University (2007) B.Sc. in computer science

- **Subjects include: Software engineering, C ,C++ , Assembly Language ,Network and communications, DBMS , Adv. DBMS, data structures, operating systems, expert systems ,image processing, Computer Architecture, Distributed Comp. Sys, Computer Security ,Multimedia Systems, Artificial Intelligence, Operations Research, Computer Graphics, Microprocessors, Digital Systems, Communication Skills, Marketing & Selling, Feasibility Studies.**

- **Graduation project: Database engine to understand Arabic SQL language to create, retrieve, update and delete data from a database.**

- Tools used in the graduation project:

- Visual studio.net c#
- UML (unified modeling language)
- Xml file used to save data in.

❖ Secondary Education: Port Said English School, Zamalek Cairo

- **Language skills:**
 - Arabic : Spoken and written excellent
 - English : Spoken and written excellent
 - French : Fair

❖ Computer knowledge in Information technology

- Database: SQL
- Programming languages (C, C++, Visual c#, Java)
- Network
- Pc fundamentals and troubleshooting
- XP, Linux
- Internet
- Dos
- AutoCAD
- Network software licensing
- GIs software
- Transportation soft wares
- Bentley soft wares
- Adobe software's (Photoshop, cs3, cs4, adobe InDesign)
- MS office
2003,2007,2010,2013,2016,365softwares(Word,Excel,Powerpoint,access,visio,project,publish)

❖ Courses:

- Microsoft certified system expert (mcse) new horizon
- Ccna self-study

❖ **Experience:**

❖ **Automation specialist & AX material handling stream head at Nestle BONJORNO factory start from December 2017 till present**

- Oversee and follow up the implementation of AX in the factory.
- Deliver the required training on AX for factory staff.
- Follow up, validate and implement the W/H cycle through the AX system
- Test, troubleshoot and communicate with Nestle and the supplier regarding any difficulties or problems.
- Coordinate the W/H cycle between Technical departments and the Supply Chain department.
- Follow up the operations and transactions between Factory W/H and physical logistics (Agility)
- Supervising on installing and setting up networking, servers and process control of the mixer feeding system.
- Supervising on mixer feeding system process, servers and network troubleshooting.
- access control system supervision
- cctv system supervision and troubleshooting
- fire alarm system supervision and troubleshooting
- BMS system supervision and troubleshooting

❖ **IT Specialist 2011 February till December 2015, responsible for all the IT Department duties and services of the factory Caravan Global Industries (Egypt)**

- In charge of all the IT Manager responsibilities.
- Supervising and planning of network installation infrastructure and network maintenance as required.
- Data and network administration for the factory and warehouses
- Administration of Data backups on all servers including email servers and pcs
- Administration of all servers (file servers, Isa servers, email servers, database servers, printer servers and terminals servers).Administration of network devices including all routers, printers, pcs, servers VoIP devices and virtual private networks connection.
- Administration and implementation of GP system for the warehouse, production and maintenance department.
- Helpdesk support for 100.
- Installing and configuring computer systems
- Monitoring and maintaining computer systems and networks;
- Talking staff/clients through a series of actions, either face to face or over the telephone;
- Troubleshooting system and network problems and diagnosing and solving hardware/software faults;
- Finding solutions to problems, be it through creating a desktop shortcut or fixing a major fault on the operating system;
- Replacing parts as required;
- Providing support, including procedural, documentation;
- Following diagrams and written instructions to repair a fault or set up a system.
- Running network applications to support systems and users;
- Supporting new applications.
- Setting up new users.
- Responding within agreed time limits to calls
- Working continuously on a task until completion (or referral to third parties, if appropriate).
- Prioritizing and managing several open cases at one time;
- Rapidly establishing a good working relationship with other professionals (e.g., contract businesses) in order to make necessary repairs.

- Testing and evaluating new technology.
- Planning for the security systems, supervising installations of cameras security system and the administration of all Dvrs, Nvrs, CCTV cameras, IP cameras, troubleshooting, live monitoring and backups.
- Erp technical support GP Microsoft dynamics, Erp administrator and erp trainer for new users.
- Developing and Managing budgets as the business needs.
- Planning, Installation and administration of Fingerprint systems as required.
- Administration, programming and installation of telephone systems.
- Creating and applying the company IT Policy as the business needs.

❖ **Helpdesk support Team leader at caravan marketing and caravan global industries companies from December 2015 to November 2016**

- Supervision on the helpdesk support team for the factory and all company branches\warehouses.

❖ **Project coordinator on the new factory project at caravan marketing company and nestle from November 2016 till December 2017**

- Coordinating with contractors for Implementing the New Factory design, supervising ,Coordinating site engineers and technicians for the installations and commissioning of the new factory utilities \services \systems and the new automated mixer feeding system design, installation, commissioning, process and training process users.

❖ **IT Engineer (April 2008 till December 2010 Mott MacDonald Engineering consultant multinational company (DUBAI) at the transportation Engineering Department.**

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- Providing support, including procedural, documentation;
- Following diagrams and written instructions to repair a fault or set up a system.
- Running network applications to support systems and users;
- Supporting new applications.
- Setting up new users.
- Responding within agreed time limits to call-outs;
- Working continuously on a task until completion (or referral to third parties, if appropriate).
- Prioritizing and managing several open cases at one time;
- Rapidly establishing a good working relationship with other professionals (e.g., contract businesses) in order to make necessary repairs.
- Testing and evaluating new technology.
- Conducting electrical safety checks on computer equipment.
- Managing file servers and data on the file server's windows server 2003/2008.
- Monitored existing databases and ensured the security of stored information
- Regulated the access of individuals to information stored in company databases
- Managing data backup and data archiving on file server with backup software VERITAS v10 and v12.
- Managing network license servers.
- Managing user accounts on the active directory.
- Maintaining BLACKBERRY PHONES TROUBLESHOOTING.
- Managing and configurations of PRINTERS AND PLOTTERS on the network.
- Managing print servers

- Configuration of access cards on the security system.
- Managing ip phones system
- Monitored local and online networks
- Repaired networks

❖ **Hobbies:**

- Music
- Movies
- Swimming
- Play Bridge
- Cars
- Computer

❖ **Additions**

- Presentation skills
- Problem solving and solutions planning
- Very good Time management
- Project management
- Perfect communication skills

❖ **Other details:**

- Own car
- Hold of private Egyptian driving license.
- Hold a valid Egyptian Passport.