



ISLAM EMAD ABDELAZIZ

, Nasr City , Cairo ,

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CAREER OBJECTIVE

Focused and ambitious Electric , Electronics Communications Engineer , have more of 7 years of experience and looking forward to gain a great experience and a full time job , making contribution to your esteemed company to the best of my ability and to develop new skills and share my knowledge while interacting with others and achieve new goals .

EDUCATION

Alexandria University
Faculty Of Engineering

2013

EXPERIENCE

PepsiCo HQ Egypt

03/2018 - Current

Sr. IT Operations Engineer

Resolve any issues and incident and service request on International Pepsico ticketing system At AMENA Acoounts about daily operations or handling any ticket with SCCM team and PT team and Polycom team and any vendors that have related with the issues .

Maintaining & Managing network infrastructure & Wi-Fi coverage & Active Directory & Domains .

Delivery of end-to-end IT services according to the established SLAs to all business units and users .

Troubleshooting system and network problems, diagnosing, and solving hardware or software faults.

Building and maintaining positive relationship with users through understanding of their business needs , expectations and by delivering cost-effective, timely and high quality services .

Providing support, including procedural documentation and relevant reports and feedback emails or video conference .

Bahna Engineering INT at Ezz Steel Co.

07/2017 - 03/2018

Sr. Network and System Administrator

Responsible for the establishment and management of IT infrastructure .

Diagnose hardware and software problems, and replace defective components perform data backups and disaster recovery operations .

Monitor network performance in order to determine whether adjustments need to be made .

Administering the AD, DNS , DHCP , DC and Microsoft EX .

Managing VPN connections between all branches .

Talking staff through a series of actions, either face to face or over the telephone to help set up systems or resolve issues .

SAIB Bank (Dammam , KSA)

11/2016 - 07/2017

System Engineer

Participate in the creation, operation and management of a new network .

Troubleshooting system and network problems, diagnosing, and solving hardware or software faults.

Manage the process of the incoming requests/incidents to the Help-Desk via ticketing system or emails or telephone to ensure courteous, timely and effective resolution of

end user issues .

Administering the AD, DNS , DHCP , DC and Microsoft EX .

Protects organization's value by keeping information confidential.

Providing support, including procedural documentation and relevant reports.

Monitoring and maintaining computer systems and networks.

Performs other IT duties as assigned .

Egyptian Naval Army

04/2014 - 10/2016

Assistant IT Manager (first lieutenant)

Configure and work with network routers and switches .

Computers , Printers Maintenance .

Troubleshooting system and network problems, diagnosing, and solving hardware or software faults.

Inventory for all IT equipment like desktop, laptop, printer, scanner ... etc .

Performs other Armed Forces duties as assigned.

Creating a large network and able to manage and configure routers , switches and other network devices .

Providing support, including procedural documentation and relevant reports.

Testing and evaluating new technologies .

Managing network users and switches .

Elshamy Stores

02/2012 - 03/2014

IT Presales Support & Technical Support

IT Sales & Electronics Sales as servers , computers , laptop , printers , etc .

Ensuring that sales targets are met .

Resolving any technical problems by phone or directly .

Computers maintenance (HW & SW) .

TECHNICAL SKILLS

ITIL Foundation Certification . # ITIL Practitioner Certification . # ISTQB Foundation Certification . « Cisco Courses » * ccna R.S (certified) * ccna Security . * ccnp R.S . « Microsoft » ▪ MCSA . ▪ MCSE . # PLC Control System . # Proficient user of all Windows applications & Excellent user of Microsoft Office package # Implementing Google Cloud tools . # Familiar with Linux Systems . # Proficient internet surfer & research and deployment . # Devices Maintenance (Hw & Sw) . # Deployment and development IT migration projects . # Professional worker on all video conferencing call devices (Polycom , Cisco , TP , Skype 365 devices) . # SQL , MySql , HTML , CSS , JavaScript , Php .

PROJECTS

Microcontroller based system for dc motor of electric vehicles / Grade (Excellent)

ACHIEVEMENTS & AWARDS

Hard worker has enthusiastic spirit and work well under pressure in a fast paced .

Excellent communication skills with managers and team members .

Well organized and very good at setting own priorities .

Excellent self-learner .

Professional computers skills .

General Web technologies awareness .

Good problem solving .

Have a valid driving license .

PERSONAL PROFILE

Date of Birth : 25/08/1991

Marital Status : Single

Nationality : Egyptian

Known Languages : English

Passport : A212934560
