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Instructor

2015 Cisco VOIP (How to use) - Naseej
2016 Technical thinking instructor -
Naseej
2008 Helpdesk Attitude - ICHG

Training Courses

2018 Website Hacking
2018 Ethical Hacking
2016 ITIL V4
2012 Cisco Voice
2011 CEH V7
2011 MCITP Server 2008
2010 CCNA Switching & Routing
2010 CCNA Wireless
2006 Human Resources Development
2003 Network Plus from YAT Learning

Technical Skills

Ex Network Monitoring
Ex Hyper-V, VMware, Virtualization
Ex File Services Manage and Monitor
Ex Active Directory Domain Services
Ex PFSense Firewall Management
Ex Firewalls Management
Ex MS Office
VG Intrusion Detection/Prevention
VG SCCM, Clouding
VG McAfee Orchestrator
VG Kaspersky Security Server
G Cisco Call Manager
G Backup Systems
G SAN/NAS Configure/Managing

Leadership /Management Skills

Ex Professional, courteous and reliable
with outstanding organizational skills
Ex Ability to persuade and influence others
Ex Verbal and written communication skills
Ex Attention to detail, solution & Detail
oriented
Ex Confident flexible & Decision making
VG Adaptable with positive attitude
VG Making Budget for IT Stuff and Requires

AHMED AZAZY

IT Team Leader

With a long track record of ensuring projects and tasks are delivered to the highest quality, Experienced information systems administration with solid background with 10+ years of experience in IT and network knowledge.

Core competencies include Information Systems Administration, network design and architecture, Data Center strategy planning, compliance management, vulnerability Assessment, consultation, and team management.

Job Experience

Regional IT and Sites Technical Support Team leader
Dakahlia Companies Group– IT Solution
2018 - Present

Duties:

- Lead IT Helpdesk over all our site branches.
- Lead Training to facilitate co-operate, alignment, and understanding.
- Identify problematic areas and implement strategic solutions in time.
- Ensured that assigned systems were engineered, configured and optimized for maximum functionality and availability, implemented solutions that reduced single points of failure and improved system up-time to MAX availability.
- Design, Develop, implement and coordinate systems, policies and procedures.
- Ensure security of data, network access and backup systems.
- Act in alignment with user needs and system functionality to contribute to organizational policy.
- Administer Network, Firewall and Servers over all our site branches.

Senior System Administrator for Egypt Branches

Naseej – IT Solutions
2010 - 2018

Duties:

- Install and configure software and hardware.
- Manage network servers and technology tools.
- Set up accounts and workstations.
- Monitor performance and maintain systems according to requirements.
- Troubleshoot issues and outages.
- Ensure security through access controls, backups and firewalls.
- Upgrade systems with new releases and models.
- Develop expertise to train staff on new technologies.
- Build an internal wiki with technical documentation, manuals and IT policies.

Education

School Ahmed Lotfy Elsayed school
University Computer Sciences

Target Job

Industry IT, IT Solutions, Hospitality,
Hosting, Poultry
Status Full Time

Career Level

Level Mid-Career - Associate
Notice Period 1 Month

System Administrator

InterContinental Hotels Group (Port Ghalib) – Hospitality
2008 - 2010

Duties:

- System monitoring.
- New accounts set-up and active directory administration.
- Design new computer systems system and server performance.
- Run reports on system performance for team and wider organization.
- Optimize processes and lead process improvement.
- Manage staff and user credentials and frameworks.
- Troubleshoot technical issues.
- Create and implement training for staff.
- Coordinate and provide support for Firewall and network system.
- Ensure systems are secure and protected from breach or viruses.
- Risk mitigation planning.

IT Help Desk

Concrete Fashion – Fashion Agency
2003 - 2008

Duties:

- Serve as the first point of contact for customers seeking technical assistance over the phone or email.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Determine the best solution based on the issue and details provided by customers.
- Walk the customer through the problem-solving process.
- Direct unresolved issues to the next level of support personnel.
- Provide accurate information on IT products or services.
- Record events and problems and their resolution in logs.
- Follow-up and update customer status and information.
- Pass on any feedback or suggestions by customers to the appropriate internal team.