

# Mahmoud Mohamed Salama

## IT Supervisor – System Administrator

📍 Jeddah , KSA

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### About

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I am an experienced IT professional with over a decade of hands-on expertise in managing complex IT infrastructures and leading digital transformation initiatives. Throughout my career, I've consistently delivered results in systems management, network engineering, and IT operations, with a strong focus on scalability and process optimization.

Currently, I serve as the Technical Support Manager at Iwaa Saudi Company for Residential Compounds, where I successfully led the company's complete digital transformation. A key milestone in this role was the implementation of the Odoo ERP system, which significantly enhanced operational efficiency and streamlined workflows across departments.

Previously, I held the position of IT Manager at AIPCO, a leading pharmaceutical company, where I was responsible for managing mission-critical business systems and ensuring the stability and security of a complex IT environment.

My practical experience is backed by a solid set of professional certifications, including:  
Microsoft Azure Administrator (AZ-104) , Microsoft 365 Administration (MD-102, MS-102)  
, Cisco Network Security , Microsoft Certified Systems Engineer (MCSE)

I am also an active member of the Saudi Council of Engineers (Membership No: 519436), reflecting my commitment to professional excellence and continuous development

### Some Special Skills :

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#### - Website Development :

- Creating complete websites from A to Z using PHP programming language , WP , Magnto , Html5 , Java .
- Full backend development .

#### - Custom Applications :

- Developing custom applications such as:
- Asset Management App: Try it here ( [it.7odaa.com](http://it.7odaa.com) ) .
- File Management App: Try it here ( [file.7odaa.com](http://file.7odaa.com) ) .

#### - Technical Support :

- Providing technical support for accounting software designed in **.NET, VB, Oracle, and Weblogic** .
- Proficient in cloud software like **Odoo** and others .
- Five years of experience with over 13 clients inside and outside the Kingdom .

#### - Software Development

- Developing a .NET program named "**SalesUP**" for sales, successfully sold in Saudi Arabia and Egypt.

#### - Network Re-engineering and Development:

- Re-engineering and developing networks for MMICO factory.
- Restoring past operations in a timely manner, including:
  - Firewall setup.
  - ERP program implementation.
  - Managing all factory servers for machine operations.

### WORK EXPERIENCE:

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#### “Information Technology Department “

**IT Manager – System Administrator**

**SAUDI IWAA Company .**

**From: November, 2024 till date**

Jeddah, Saudi Arabia

Job Description: System Administrator & IT Manager Responsibilities:

- Overseeing the IT infrastructure, including network architecture, server management, and data security to ensure stable and secure operations.
- Managing operating systems, network systems, databases, and business-critical software applications with a focus on performance and reliability.
- Ensuring optimal system uptime, operational efficiency, and data integrity across all IT environments.
- Administering and maintaining enterprise databases such as MySQL, SQL Server, and Odoo SH with a focus on scalability and performance optimization.
- Acting as the ERP System Administrator for Odoo V18, handling configuration, customization, and ongoing support to meet business requirements.
- Contributing to company-wide digital transformation initiatives, including the integration of IoT solutions to enhance automation and operational intelligence.

**“Information Technology Department “**

**IT Manager – System Administrator**

**Advanced Intranational Pharmaceutical Co. From: March, 2018 till date**

Jeddah, Saudi Arabia

Job Description: System Administrator & IT Manager Responsibilities:

- Oversaw network infrastructure, server administration, and data security for IT Systems.
- Led IT project implementation and team management.
- Managed IT budgets and resources.
- Managed operating systems, networks, databases, and software applications.
- Proficient in troubleshooting technical issues and implementing effective solutions.
- Ensured systems operate efficiently and securely, maintaining data integrity and uptime.
- Expert in managing Linux, Windows, and MacOS systems.
- Experienced in managing databases such as MySQL, SQL Server, and Oracle.
- Proficient in [ Virtualization, Cloud Computing, Security, Networking].
- System Administrator ERP **Oracle and Odoo**

**“ Security Projects Department and Technology Network Establishment “**

**Technical Support**

**Al-majal Co. “ G4S”**

**From: March, 2017 to March 2018**

Annex to the National Commercial Bank Project in

The Southern Region , Saudi Arabia

Job Description: Technical Supervisor Network

- **Technical Support Management** (Networking Solutions)
- External ATM Insurance
- Computer Network and Server Insurance
- SAP ERP System Troubleshooting
- Backup of CCTV Systems and Hard Drives
- Responsible for Securing Branches with 12V and 24V Security Systems

**“ Information Technology Department “**

**IT “ Technical Support “**

**Knoz Elhekma “ Estart Elhekma”**

**From: October, 2015 to March 2017**

Jeddah, Saudi Arabia

Job Description: Technical Supervisor Network “ IT “ , Designer Graphic

- **Technical Support Management** (Networking Solutions)
- Organizing networks, and software and hardware in the company
- Full responsibility for the security regulations of the company , CCTV and Fire System’s maintenance and operation .
- gather branches through **Dray-Tek** .

**“Security Projects Department and Technology Network Establishment “**

**Security systems / Parking management systems / IT network systems**

**Trade Integrated Security Institution - TIS Co.**

**From: 10 / 2013 to 10 / 2015**

Jeddah, Saudi Arabia

Job Description: Technical Connections

**Eagle Technology Co.**

**From: 10 / 2013 to 04 / 2013**

Jeddah, Saudi Arabia

Job Description: Technical Supervisor

**General Responsibility**

- Manage the work site, technical and operational aspects
- Networking Solutions & Network’s renovation and improvement
- Parking Barriers, CCTV and Fire System’s maintenance and operation

**“Computer Maintenance “**  
**Egypt Computer Co.**  
**Cairo Egypt**

**2004 to 2012**

Job Description: computer maintenance work, Networks and designs

**Main tasks:**

- Computer Maintenance (hardware and software)
- Systems Programming networks and servers

**EDUCATIONAL BACKGROUND:**

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<b>Tertiary</b>	<b>Bachelor of Computer Science</b> <b>Major: Communications and Networks Department.</b> Kafr El-Sheikh University, Egypt	<b>2008 - 2012</b>
	<b>Diploma in Programming</b> <b>Major: Programming languages and graphic design.</b> Kafr El-Sheikh Private Institute , Egypt	<b>2017 - 2019</b>
	<b>Bachelor of Artificial Intelligence</b> <b>Major: Artificial Intelligence.</b> Egyptian Arab Academy , Egypt	<b>2019 - 2023</b>
	<b>Diploma in Computer Information Management</b> <b>Major: Computer Information Management .</b> Arab Trainers and Consultants, KSA	<b>2022 - 2023</b>

**Training courses and Seminars Attendance**

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- **IT Service : The complete course has been obtained with verification codes Coursera .**
  - IT Service Management: ISO20000
  - IT Service Management Foundations: Tools
  - IT Service Management Foundations: Measures and Metrics
  - IT Service Desk: Service Management
  - IT Service Desk: Customer Service Fundamentals
- **Google IT Support :** the Google IT Support Professional Certificate have completed five-courses developed by Google .
- **Microsoft Azure Administrator (AZ-104) :** Cloud Infrastructure **Certified by Microsoft.** Gained practical skills in deploying, managing, and monitoring Azure services including virtual networks, storage, and compute resources. Trained under the guidance of **Dr. Mohammed Zouhedi** with a focus on real-world cloud solutions.
- **Microsoft 365 Administration (MD-102, MS-102) :** Modern Workplace Management **Certified by Microsoft.** Covered identity and access management, device and app policies using Intune, and administration of core M365 services (Teams, Exchange, SharePoint). Completed with training by **Dr. Mohammed Zouhedi**, emphasizing hybrid environments and secure collaboration.
- **Microsoft Certified Systems Engineer (MCSE) :** Systems & Network Administration **Certified by Microsoft.** Developed advanced knowledge in managing Windows Server, Active Directory, network infrastructure, and enterprise-level security. Training delivered by **Dr. Mohammed Zouhedi**, focusing on high-availability systems and IT infrastructure design.
- **CCNP :** including CCNP Troubleshooting (300-135) || Cisco CCNP ENCOR (350-401) .
- **CCNA :** including CCNA ( 200-301 ) .
- **Cisco Network Security :** Improve Your Cisco Network Security Skills Top skills covered Routing .
- **Microsoft Certified Professional :** Microsoft as a "System Engineer" with the intentional number X05-44824 for the year 2013 - MCSE 100154663 .

**Skills and Qualifications**

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- **ERP Management** ( Orcal , SAP, Odoo , VB , .Net ) .
- **Cloud Computing** ( AWS, Azure, Virtualization ( VMware, Hyper-V ) , MD 102 , MS 102 ) .
- **Databases** ( SQL Server administration, database design and optimization ) .
- **Software Development** ( Python scripting, PowerShell , PHP , Web Logic ) .
- **Networking** ( Network design, implementation, security, troubleshooting (TCP/IP, VLANs ) .
- **Operating Systems** ( Windows Server 2022, Red Hat Linux , MacOS ) .
- **Troubleshooting & Problem-Solving** ( Proven ability to diagnose and resolve complex technical issues ) .
- **ITIL Framework** ( Knowledge of ITIL best practices ) .

## Projects Of Customers

**Project Title:** Technical Support Management System

**Project Description:**

- Developed a fully functional technical support management system from scratch.
- Utilized PHP programming language and MySQL database for robust performance.
- Designed to efficiently manage both technical support operations and assets.
- Successfully sold to multiple companies, demonstrating its practicality and value.
- I retain full ownership and rights to this project, allowing for continuous development and improvement.

**Saudi Arabian Airlines**

Jeddah, KSA

- Installation Road Blocker
- Installation X-Ray Systems
- Installation CCTV
- Installation Gate Systems "Sliding Door "
- Installation barrier Gate Magnetic

**Saudi Telecom Company**

**STC Co.:**

- Jeddah, KSA
- Maintenance of internal security and work Serverat .
- Installation Popat entry with fingerprint and figures secret .

**Hilton Makkah**

Makkah, KSA

- Vehicle Access Control System ,  
Maintenance and Operation for  
Parking Barriers

**Responsibilities:**

- Act as an effective team member.
- Accept and learn from criticism .
- Learn from others experiences .
- Analytical and problem solving skills.
- Judgment and Decision making .

**PERSONAL INFORMATION:**

Date of Birth	:	10 July 1990
Place of Birth	:	Egypt
Age	:	35 years old
Weight	:	83 Kg
Height	:	177 cm
Sex	:	Male
Religion	:	Islam
Civil Status	:	Married
Citizenship	:	Egyptian

**LANGUAGES**

- **Arabi** : Excellent
- **English** : Good