

MAHMOUD SALAMA

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PERSONAL DATA

- MAHMOUD MOHAMED SALAMA
- 00966566366464 - 00201111202057
- Jeddah - KSA
- P³⁰², Phase^{3A} Al Khamayel - Zayed , Egypt
- WWW.MAHMOUDSALAMA.NET
- 7odaa90@outlook.sa



Peace be upon you

Gentlemen of the esteemed management of the company

I am applying to you for a technical support job for your esteemed company

I have technical degree, membership number 519436 with the Saudi Council of Technical Engineers , and I hold a specialized institute in computer science from Kafr El-Sheikh University . As developed in my Career , I Certified in many courses such as CCNA - CCNP - CCIE, as the Google course in technical support management, and I work for more than 19 years in managing networks and users, I have experience in managing and solving technical problems, establishing protection systems and managing servers for the company. I can also manage, design and program web-sites to work on the PHP language. I can also manage ERP to work also on rules SQL and Oracle data, and I also worked on programs (All kinds of Oracle - SAP Web - Microsoft Web - modified programs - programs designed by VB.net) .

Experiences and Skills

MY RESUME



“ THANK YOU FOR TAKING YOUR PRECIOUS TIME TO READ THE INTRODUCTION TO MY CV SUBMITTED TO YOU ”

محمود محمد محمد سلامة

MAHMOUD MOHAMED SALAMA

IT SPECIALIST

Experience of more than 19 years

✉ 7odaa90@outlook.sa

☎ 00966 5 66 3 66 464 - 0020 1111 2020 57

🏠 Jeddah , Hussein Elyehya , KSA

🌐 www.mahmoudsalama.net



E.P.M



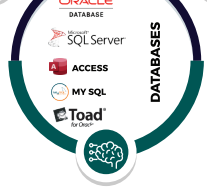
PERSONAL

DATE OF BIRTH : 10-07-1990
AGE : 32
CITIZENSHIP : EGYPT
CIVIL STATUS : MARRIED
RELIGION : ISLAM

SYSTEMS



PERSONAL



CONTACT



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🏠 JEDDAH, MUSHARRFAH DISTRICT

🌐 WWW.MAHMOUDSALAMA.NET

LANGUAGE



ARABIC



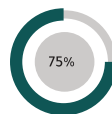
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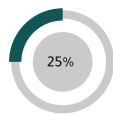
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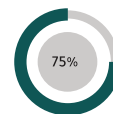
DESIGN



MAINTENANCE



3D



WEB SITE



ERB





PROFILE

I am honored to work with you,

The last job I worked as a Director of Technical Support and Information Technology at the International Company for Advanced Pharmaceuticals in the Kingdom of Saudi Arabia.

I have been working in the technology field since 2003 as a computer maintenance technician at Al-Majd Technology Company in Kafr El-Sheikh - Egypt.

To achieve meaningful work with your successful organization, as an IT Network Administrator, which will allow me to address and resolve technical needs, by applying my expertise in the areas of IT Service Management and delivery of projects that depend on deadlines. A technology specialist, I have extensive hands-on experience in reviewing, developing and implementing an overall corporate IT strategy.

Comfortable working in a fast-paced, growth-oriented work environment and demonstrating a proven ability to ensure that brand messages, standards and communications are effectively understood and implemented.



EDUCATION



Dream Institute for Computer and Information Technology
Kafr El Sheikh University (2009-2011)

Diploma 2011

Computer science and studying networks and maintenance, I got a two-year institute in computer studies from Kafrelsheikh University in 2011.



Computer Science Institute
A private institute (2017-2019)

Diploma 2019

Diploma in computer development and information systems, I obtained a two-year institute from the Center for Computer Science and Technology in Kafr El-Sheikh 2019 .



Egyptian Academy of Technology Sciences
Egyptian Academy (2021-2023)

Diploma 2023

Studying information technology sciences and its developments at the Egyptian Academy in Zagazig for two years and obtaining a university degree from Assiut University after that study



Egyptian Arab Academy : System and Information
Assiut University (2021-2023)

Bachelor 2023

Computer science and networks were studied during two years of study and a certificate was obtained from Assiut University



Google IT Support Professional Certificate
Coursera / Google (2021-2022)

Bachelor 2022

Those who earn the Google IT Support Professional Certificate have completed five-courses, developed by Google, that include hands-on, practice-based assessments and are designed to prepare them for entry-level roles in IT support. They are competent in foundational skills, including troubleshooting and customer service, networking, operating systems, system administration, and security





COURSES & CERTIFICATIONS



برنامج دروب

- 01 **Information Security**
This course is offered in cooperation with Saudi Telecom Company to raise societal awareness in the field of information security
- 02 **IT support technician**
This course is offered in cooperation with Saudi Telecom Company to raise societal awareness in the field of information technology
- 03 **Microsoft software**
Workplace Information Technology - Master Microsoft Software
- 04 **IELTS English**
IELTS English test preparation
- 05 **Smart business ethics**
Work ethic is an intrinsic value that usually reflects a person's desire to accomplish and work hard

- 01 **Study so far Microsoft Certified Solutions Associate (MCSA) 2012**
- 02 **Certificate of completion of Microsoft Certified IT Professional (MCITP) in 2010**
- 03 **Certificate of completion of MCSE Security course at Synergy Training Center in 2007**
- 04 **Certificate of completion of CCNA course at Synergy Training Center in 2007.**
- 05 **Oracle DBA Level 6.**



شهادات ميكروسوفت

CERTIFICATIONS
LinkedIn

- Cisco Network Security**
Cisco Firewall Technologies, Content and Endpoint Security, Core Security Concepts, Intrusion Detection and Prevention, Secure Access, Secure Routing and Switching, VPN
- CCNP Troubleshooting (300-135)**
Cisco CCNA (200-301) Cert Prep: 1 Network Fundamentals and Access, Cisco CCNP ENCOR (350-401) Cert Prep: 2
- IT Service Desk & Management**
Customer Service Fundamentals, Service Management, IT Service Management: ISO20000, IT Service Management Foundations: Tools, IT Foundations: Measures and Metrics
- Network+**
CompTIA Network+ (N10-008) Cert Prep: 1 Understanding Networks

Skills and Abilities
Skills

- Connecting security systems, monitoring systems, and attendance and departure systems
- Dealing with Cisco routers
- Maintenance of computers and software.
- Able to learn on the job and use that knowledge to reduce the time needed to solve problems

Operating systems (Windows - Mac - Linux)

Wired and wireless networks (preparing, creating and solving all its problems)

Supplying phones and exchanges (Panasonic - Avaya - Cisco)

Enterprise Resource Planning (ERP) solutions, installation and management

Work within the technical team to ensure the smooth delivery of telecom technology/data splits and networking infrastructure to attract visitors

Ability to solve complex problems

Manage Microsoft Dynamics Axapta .

Strong analytical and technical skills

Skills
Skills and Abilities

Skills
Skills and Abilities



EXPERIENCE

3-2018 to 6-2022



AIPCO Co.
" Advanced International Pharmaceutical Co. "
Technical Support and Networks Manager

Job Description: IT Network Administrator
Maintained so:
- Technical Support Management (Networking Solutions)
- Organizing networks, and software and hardware in the company

2017 to 2018



'G4S' Al-majal Co.
Security equipment installer

Maintained so:
- 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

2015 to 2017



Knoz Elhekma
" EtartElhekma "
Technical Support and Networks Manager

Job Description: IT Network Administrator
Maintained so:
- Technical Support Management (Networking Solutions)
- Organizing networks, and software and hardware in the company

2015 to 2015



Eagle Technology Co.
Technical Support and Networks Manager
Security programmer

Job Description: IT Network Administrator and Security System
Maintained so:
- Technical Support Management (Networking Solutions)
- Organizing networks, and software and hardware in the company

2013 to 2015



'TIS' Co.
Technical Support and Networks Manager
Security programmer

Job Description: IT Network Administrator and Security System
Maintained so:
- Technical Support Management (Networking Solutions)
- Organizing networks, and software and hardware in the company

2003 to 2012



ALMAJD Technology Co.
Computer maintenance technician

Job Description: Computer Maintenance Work, Networks and Designs .
Maintained so:
- Computer Maintenance (hardware and software)
- Systems Programming networks and servers



MY PROJECTS



Saudi Telecom Co.

All regions of the Kingdom of Saudi Arabia
from the southern, western and eastern regions

- Maintained of internal security and work Serverat .
- Installation Popat entry with fingerprint and figures secret .



Saudi Arabian Airlines

Jeddah, KSA

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



Hilton Makkah

Makkah, KSA

- Vehicle Access Control System ,
- Maintained so Operation for
- Parking Barriers



NCB Alahli bank co.

Southern area , KSA

- Camera and Security System .
- Net work computer software .



IKEA al-salam moll

Jeddah, KSA

- Net work , Cisco
- CCTV Net work .
- Switch Cisco install and programmer .



Abdul Latif Jameel (United)

All regions of the kingdom .KSA

- Net work , Cisco
- CCTV Net work .
- Switch Cisco install and programmer .



EXPERIENCE -IT-

JOB DESCRIPTION: IT NETWORK ADMINISTRATOR

Main tasks:

Been upgraded and updated environment and Windows Server 2003, which was staffed by factory to Windows Server 2008.

I made a Design for the new network will be installed by the factory and administrative building instead of the current network Renovation of IT infrastructure for the replacement and renewal internal network infrastructure in plant and administrative building.

Install and configure firewall a Sonic Wall 3500 has been connected to the -network And the integration of 3 Internet lines and load balance through Sonic Wall for more stability and security of the network and information security and critical data for the factory and the product's secrets.

Building a centralized IT organization serving the two companies plants and offices, with strategic growth plans, and all operational procedures.

Management and follow-up of the performance of the network daily and with more than 230 computer and more than 10 servers with 2 Cisco Catalyst 3560 Series Core Switch 48 port and 20 Switch 2 Cisco Catalyst 2960 Series Switches 24 port and firewall Sonic Wall NSA 3500.

Responsible for network administration of using Windows 2008 Server OS, Services (DHCP, DNS, VPN, Active Directory, Exchange server) Surf Control software for web application filtering.

Overseeing the Extend and installation of network cables to the administrative building and a factory building was linking them by extending (Fiber Cables and UTP).

Managing the Web, Email and Database Servers and antivirus server and LDAP server and finger print server Supervision of a team of 4 specialists for user support activities. Managing and the Server Room and Network Room.

Rebuilding networks and upgrade software and Troubleshooting networks.

Using (Help Desk System - Material Control - Access Control systems - Micros Systems - ERP System Microsoft Great plains and SAP Management system).

Responsible for network administration of Cisco switches and PIX firewall.

Troubleshooting e-mail and internet problems and Up Grade Software and hardware. Reporting to Area IT Manager and Good knowledgeable in wireless internet system.

Support of either application and data or network and systems security.

Monitoring of LAN's, Servers, Firewalls and other parts of critical IT infrastructures.

Installs and tests corporate approved programmed changes to the computer systems.

Controls under the direction of the Factory Controller, all user IDs, passwords and the most sensitive system utilities.

Makes sure all user requests will be attended on time.

Maintains licenses for all software and Ensures safety and security of computer room network.

To ensure maximum availability of computer systems throughout the Company.

Responsible for the provision of IT infrastructure services including desktop applications, Local and / or Wide area networks, IT security and telecommunications.

Creates and administers the web e-mails and C-panels.

Software and O/S installation-troubleshooting - Backups, outlook backups and archive for the end of users.

Implements privacy and IT policies and access rights. Ensures appropriate system and application access based on the user's nature of work.

Write technical reports that include suggested resolution for identified problem areas and perform operational risk assessment.

Responsible for implementation and deployment of all new router and switches, failover solutions between critical sites, troubleshooting of existing routing and switching domain.

Knowledgeable in application transport and network infrastructure protocols (SSL/TLS, DNS, DHCP, WINS, NTP, FTP, HTTP, SMTP, CIFS, LDAP, and Microsoft AD) and possessing.

Analysis the requirements and the consumption.

Manage the purchasing of all software, hardware and other IT supplies are most suited for use to the infrastructure.

Manage and Decide IT-related asset purchases on a company.

Manage software licenses on a company.

Ensure highest level of Applying SLA

Manage IT inventory Network & Infrastructure

Decide additions, deletions and major modifications to the infrastructure Consistent with the requirements of the company.

Oversees network security and the administration of the company's LAN - Wan Core, Edges, Routers, Access points, modems , firewalls and Long Distance Wi-Fi Network Links.



- Develops and implements policies and procedures related to information systems hardware and software acquisition, use, support, security, and backup.
- Oversees operations and processes relating to mission critical systems.
- Coordinates the planning, installation, testing and maintenance of equipment/products, and the development and implementation of disaster/recovery procedures.
- Provide the team with a vision of the project objectives & distribute tasks to team work and follow-up & Motivate and inspire team members.
- Installation and Administration of Server configuring roles - Windows 2008/2012
- Installing and configuring Windows Failover Clustering - Windows 2008/2012
- Microsoft Exchange Administration 2000/2007/2010/2013
- Configuration & Administration of Active Directory , DHCP, DNS Group Policy Management
- Install & Administer Distributed File Systems (DFS), Work Folders & Offline Files IIS - Web content deployment
- Patch Management - WSUS System Center Configuration Manager and Antivirus management
- VMWare Version 4/5 or Hyper V Administration
- Establishing networking environment by designing system configuration, directing system installation, defining, documenting, and enforcing system standards.
- The design and implementation of new solutions and improving resilience of the current environment.
- Maximizing network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades and collaborating with network architects on network optimization.
- Undertaking data network fault investigations in local and wide area environments, using information from multiple sources.
- Securing network system by establishing and enforcing policies, and defining and monitoring access.
- The support and administration of firewall environments in line with security policy.
- Reporting network operational status by gathering, prioritizing information and managing projects.
- Upgrading data network equipment to latest stable firmware releases.
- Configuration of routing and switching equipment.
- Configuration of hosted IP voice services.
- Basic configuration of firewalls.
- remote support of on-site engineers and end users/customers during installation;
- remote troubleshooting and fault finding if issues occur upon initial installation;
- Capacity management and audit of IP addressing and hosted devices within data centers.
- Installing new hardware (servers, printers, computer work stations etc.)
- Setting up user accounts, permissions and passwords
- Overseeing security of all systems, especially the internet
- Liaising with project management team, 3rd line engineers and service desk engineers on a regular basis.
- Speaking with customers via email and phone for initial requirement capture.
- Maintain a thorough understanding of the basics behind the Internet and its workings (DNS, Security, IP Routing, HTTP, VPN, Email Routing, SPAM, etc.)
- Experience with VMWare VSphere/V Center/Hyper V
- Configuring and installing client and server network software for upgrading and maintaining network And telecommunication systems.
- Maintaining multi-site network operations and software applications, operating systems and regular maintenance with both private and public facilities.
- Managing assigned projects and program components to deliver services in accordance with established objectives.
- Troubleshooting malfunctions of network hardware and software applications, telephones and security systems to resolve operational issues and restore services.
- Any other duties as assigned by management.
- Understanding of how to support these applications protocols when accessed through VPN and firewall appliances.
- Develop and maintain installation and configuration procedures.
- Create, change, and delete user accounts per request.
- Provide Tier III/other support per request from various constituencies. Investigate and troubleshoot issues.
- Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.
- Assist in the provision of 1st and 2nd line technical support via telephone, e-mail and face to face interaction for desktops, laptops, printers and any other ICT equipment.
- Assist in the administration of the Company's communication systems including mobile phones, internet connection and telephone system.
- Assist in the production and maintenance of documentation relating to the Company's ICT systems.

