Caver Latter
MAHMOUD SALAMA

PERSONAL DATA

MAHMOUD MOHAMED SALAMA

00966566366464 – 00201111202057

Nationality **Egyptian** Residence **Jeddah, KSA**

Meshrfia – Jeddah – KSA

P302, Phase3A Al Khamayel – Zayed , Egypt

WWW.MAHMOUDSALAMA.NET

7odaa90@outlook.sa

Dear Hiring Manager,

I am Mahmoud Mohamed Mohamed Salama, currently working in Saudi Arabia since 2013. I have experience in technical support (hardware and software) in my home country, Egypt, at ALMAJD Technology Company since 2007. I have sufficient experience in managing network and ERP system support, having worked on Oracle, Microsoft, Odoo , Oracle Desktop and WebLogic, and Visual Basic .NET. You can also benefit from my expertise in managing surveillance cameras, fingerprint programs, parking systems, door systems, and extensive experience in server management and Windows, Mac, and Linux systems. Additionally, I have experience in software development using Python, PHP, HTML5, and Java, as well as in Oracle, SQL, MySQL, web databases. I also have a wide range of experience in graphic design. I am eager to work with your team and can contribute more of my practical experience to your company, whether in technical support management, team collaboration, or network technician roles.

Best regards,
Mahmoud Mohamed Mohamed Salama

MY RESUME

" Thank you for dedicating your time to review the introduction to my CV that I have submitted. I am confident that my diverse skills and experiences position me as a valuable asset to your company. I eagerly anticipate the chance to collaborate with your team and contribute towards achieving your objectives. Your consideration of my application is greatly appreciated "

MAHMOUD MOHAMED SALAMA

IT SUPERVISOR – SYSTEM ADMINISTRATOR

Over 11 years of experience in the Kingdom of Saudi Arabia.

✉ 7odaa90@outlook.sa ☐ 00966 5 66 3 66 464

🏠 Jeddah - Musharifah Dist. KSA ↗ www.mahmoudsalama.net

Nationality
Egyptian
Residence

Residence
Jeddah, KSA

519436
Engineering Professional Membership

E.P.M

PERSONAL

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

LANGUAGE

CONTACT

☐ 00966566366464 – 0020 1111 2020 57

✉ 7ODAA90@OUTLOOK.SA

🏠 JEDDAH, MUSHARRAFAH DISTRICT

↗ WWW.MAHMOUDSALAMA.NET

ARABIC ●●●●●●●●

ENGLISH ●●●●●●○○

PROFILE

I am honored to work with you,
In my last job, I worked as the Director of Technical Support and Information Technology at the Advanced International Pharmaceutical Company in the Kingdom of Saudi Arabia.
I have experience in technical support (hardware and software) in my home country, Egypt, at ALMAJD Technology Company since 2007. I have sufficient experience in managing network and ERP system support, having worked on Oracle, Microsoft, Odoo , Oracle Desktop and WebLogic, and Visual Basic .NET. You can also benefit from my expertise in managing surveillance cameras, fingerprint programs, parking systems, door systems, and extensive experience in server management and Windows, Mac, and Linux systems. Additionally, I have experience in software development using Python, PHP, HTML5, and Java, as well as in Oracle, SQL, MySQL, web databases. I also have a wide range of experience in graphic design. I am eager to work with your team and can contribute more of my practical experience to your company, whether in technical support management, team collaboration, or network technician roles. 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

Bachelor's in Computer Science
Dream Institute for Computer Information Technology

2010-2012

I studied for two years at the Dream Institute at the Faculty of Agriculture, Kafr El-Sheikh University, and obtained a diploma in Computer Science for two years .

Kafr El Sheikh University — KFS.EDU.EG - STUDENT AFFAIRS

Diploma in Computer Science
Computer Science Institute for Computer Science

2012-2019

I have completed my studies, by the grace of God, for a period of two years, studying Computer Science and Computer Networks at the Institute of Computer Sciences in Kafr El-Sheikh. The institute is affiliated with the Ministry of Education and Higher Education.

A private institute — +201154715435 - STUDENT AFFAIRS

Bachelor's in Computer Science
Egyptian Arab Academy System and Information

2019-2023

Studies were completed at the Egyptian Arab Academy for Training for a period of four years in the field of Networks and Computer Science. A bachelor's degree in Computer Network Science was obtained, accredited by Assiut University.

Egyptian Academy — +201099136596 - STUDENT AFFAIRS

Diploma in Computer Science
Computer and Information Technology Diploma

2022-2023

I have studied for one year in the Kingdom of Saudi Arabia at the Arab Advisors Institute, which is accredited by the Abha Chamber and recognized by the Entrepreneurship Association at King Saud University in Riyadh.

Arab Trainers and Consultants — VALIDATION CODE: 40044D4C44FF130 - WWW.C-IKC.COM/VALIDATION_CODE.PHP

REFERENCE

Mr. Mamdouh Alfaseh
Managing Director
AIPCO Co.

m.alfaseh@aipco-pharma.com | +966555 99 8481

Sheikh. Ismail
CEO Co.
KnozElhekma

ceo@knozelhekma.com | +966555 47 6353

Eng. Ibrahem Fayed
Technical Director
Eagle Tech

tech@eagletech-sa.com | +96654 272 8976

Eng. Ibrahem Salama
Managing Director
MMICO Co.

i.salama@mmico.com.sa | +96658 378 7804

Eng. Tamer Ashor
Technical Director
TIS Co.

Tamer@tis.com.sa | +96654 548 3532

AIPCO Co. " Advanced International Pharmaceutical Co."
IT Manager // System administrator

2018 to Tall Now

IT Manager Responsibilities :
- Technical Support Management (Networking Solutions)
- Define the Information Technology strategy that supports the company's objectives.
- Manage and coordinate the IT team.
- Plan and execute IT projects.
- Ensure the security and integrity of company data.
- Improve internal processes using technology.
- Stay updated on technological developments and regularly update systems and software.
- Provide technical support and training to employees.
- Manage the IT department budget.
- Communicate with executive management to provide reports on IT department performance.
- Identify opportunities for performance improvement and process enhancement through the use of modern technology.

ERP Oracle System Administrator Responsibilities:
- Oversee the implementation and maintenance of Oracle ERP system.
- Develop and implement ERP strategies to streamline business processes.
- Ensure the Oracle ERP system meets the company's requirements and objectives.
- Manage and coordinate ERP system upgrades and enhancements.
- Provide training and support to end-users on Oracle ERP system functionality.
- Monitor system performance and troubleshoot issues as needed.
- Collaborate with cross-functional teams to integrate ERP system with other business applications.
- Ensure data integrity and security within the Oracle ERP system.
- Stay updated on Oracle ERP system updates and new features.
- Develop and maintain documentation related to Oracle ERP system processes and procedures.

'G4S' Al-majal Co.
- **Security equipment installer**
- **Project Manager Supervisor**
- **Technical Support**

2017 to 2018

Project Manager Responsibilities forLow Voltage Systems :
- Plan, execute, and oversee projects related to CCTV, parking systems, and low voltage systems.
- Coordinate with stakeholders to define project scope, goals, and deliverables.
- Develop project timelines and schedules to ensure timely completion.
- Allocate resources effectively to meet project requirements and deadlines.
- Monitor project progress and performance, and make adjustments as necessary.
- Manage project budgets and ensure projects are completed within budget constraints.
- Identify and mitigate project risks to minimize disruptions and delays.
- Coordinate with vendors and contractors for equipment procurement and installation.
- Ensure compliance with industry standards and regulations for CCTV, parking systems, and low voltage systems.
- Communicate project status, updates, and milestones to stakeholders and management.

Some of the most important projects I have worked on

NCB الأهلي

Working on the branches of Al-Ahli Bank in the southern region includes securing the cameras and connecting them to the main administration, along with solving network system issues in the branches – affiliated with G4S company.

IKEA

Working on the IKEA Al Salam Mall project in Jeddah – with G4S – to install complete networking and security systems for the branch, and to connect and program all the infrastructure for the networks and computer systems.

Knoz Elhekma " EtartElhekma "
IT Manager

2015 to 2017

As an employee at the company responsible for managing networks and connecting multiple branches across the kingdom, my role involves working with Cisco switches to ensure seamless communication between the main office and 57 branches. Additionally, I am proficient in using Oracle Desktop software developed by "Al Attar Software Engineering" to handle point of sale systems with precision and reliability.

One of my key responsibilities is to ensure that the point of sale systems operate smoothly, even in the absence of an internet connection at the branch. This requires a high level of expertise and dedication to troubleshooting and resolving any system issues that may arise.

I take pride in my ability to efficiently solve system problems and provide practical solutions to ensure the smooth operation of our network and point of sale systems. My commitment to delivering high-quality results and my technical skills make me a valuable asset to the company in maintaining a reliable and efficient network infrastructure.

Eagle Technology Co.

نسر التقنية Eagle Tech — SECURITY SOLUTIONS

● **Eagle Technology Co.** – Technical Support – Technical Manager – Project Manager   **2015 to 2015**

Project Manager Responsibilities forLow Voltage Systems :
- Plan, execute, and oversee projects related to CCTV, parking systems, and low voltage systems.
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- Communicate project status, updates, and milestones to stakeholders and management.

Some of the most important projects I have worked on

عبد اللطيف جميل
Abdul Latif Jameel

Working on installing security systems for all branches of "Almuttahida" across the kingdom and connecting them to the main administration, as well as establishing the infrastructure for the new branches in collaboration with "Eagle Tech."

TIS — Technology Innovations & Services

● **'TIS' Co.**   – Technical Support – Technical Manager – Project Manager   **2013 to 2015**

Project Manager Responsibilities forLow Voltage Systems :
- Plan, execute, and oversee projects related to CCTV, parking systems, and low voltage systems.
- Coordinate with stakeholders to define project scope, goals, and deliverables.
- Develop project timelines and schedules to ensure timely completion.
- Allocate resources effectively to meet project requirements and deadlines.
- Monitor project progress and performance, and make adjustments as necessary.
- Manage project budgets and ensure projects are completed within budget constraints.
- Identify and mitigate project risks to minimize disruptions and delays.
- Coordinate with vendors and contractors for equipment procurement and installation.
- Ensure compliance with industry standards and regulations for CCTV, parking systems, and low voltage systems.
- Communicate project status, updates, and milestones to stakeholders and management.

Some of the most important projects I have worked on

Hilton HOTELS & RESORTS

Install parking systems at Hilton Makkah with explosive detection systems, integrate and program them with the hotel's private network, in collaboration with TIS co.

SAUDI AIRLINES CATERING الخطوط السعودية للتموين

Installation and programming of the infrastructure for Saudi Airlines Catering Company by TIS, including the installation of electrical barriers systems, baggage detection systems, network and telephone maintenance systems, and "central" maintenance for over a year.

STC الاتصالات السعودية

Installation and programming of entry gates throughout the entire kingdom to the STC's switches and their programming in collaboration with Simsa company internally and with TIS company.

الزقزوق للأجهزة المنزلية Zagzoug for Home Appliances

Installing security systems for all branches of "Al-Zaqzouq Company" across the kingdom and connecting them to the main headquarters, as well as establishing the infrastructure for the new branches of "Eagle Tech."

ACT advanced computer technology

● **ALMAJD Technology Co.**   Computer maintenance technician   **2003 to 2012**

Since 2003, my journey at Magid Technology Company in Egypt has been one of continuous growth and learning. Beginning with training, my dedication and hard work led me to the role of general supervisor of the maintenance department when I relocated to the Kingdom of Saudi Arabia in late 2012. Magid Technology Company is dedicated to providing technology services to the community in Kafr El-Sheikh, Egypt. My association with the company dates back to my student days and even during breaks from military service, providing me with invaluable hands-on experience across various computer departments. This holistic exposure has not only honed my skills but also enriched my understanding of the technological landscape.

COURSES & CERTIFICATIONS

Arab Trainers and Advisers FZE
«ALBISHI - Management training and Comsultancy»

ONLIN ONE YEARS (2022-2023)

Diploma 2023

I obtained a diploma in Computer Science and Information Technology for one year from the Arab Trainers and Consultants Company accredited by the Entrepreneurship Association at King Saud University in Riyadh with the number 2008505.
Validation: 40044d4c44ff130

Microsoft Certified Professional
«MicroSoft Co. - MCSE 100154663»

SYSTEMS ENGINEER (2013)

System Eng.

I obtained a professional certificate in System Management from Microsoft as a "System Engineer" with the intentional number X05-44824 for the year 2013 - MCSE 100154663.

Google IT Support
«Coursera - Google Co. »

IT Support (2022)

Verify this certificate at:
https://coursera.org/verify/professional-cert/76DFJ54RGTB4

IT Support

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.

CCNA - CCNP
CCNP Troubleshooting (300-135) || Cisco CCNA (200-301)
Cisco CCNP ENCOR (350-401) Cert

CCNP - CCNP (2013)

CCNA - CCNP

I passed the CCNA - CCNP exams, including CCNP Troubleshooting (300-135) || Cisco CCNP ENCOR (350-401) || Cisco CCNA (200-301) - in Network Fundamentals and Access, Network Management, Security, and Automation.
Certificate Id: AbV-y3cYvc6KLS8_2F6mzvPGKjIh

IT Automation with Python
«Coursera - Google Co. »

IT Automation (2022)

IT Automation

Crash Course on Python an online non-credit course authorized by Google and offered through Coursera .

Cisco Network Security
«Improve Your Cisco Network Security Skills»

Cisco Network Skils (2022)

Network Skils

Improve Your Cisco Network Security Skills Top skills covered Routing, Network Security, Networking, Firewalls, Information Security .
Certificate Id:Af6AINrhIv90qpviNg7iDDQWe9HF

IT Service
« IT Service Skills »

IT Service Skils (2022)

IT Service
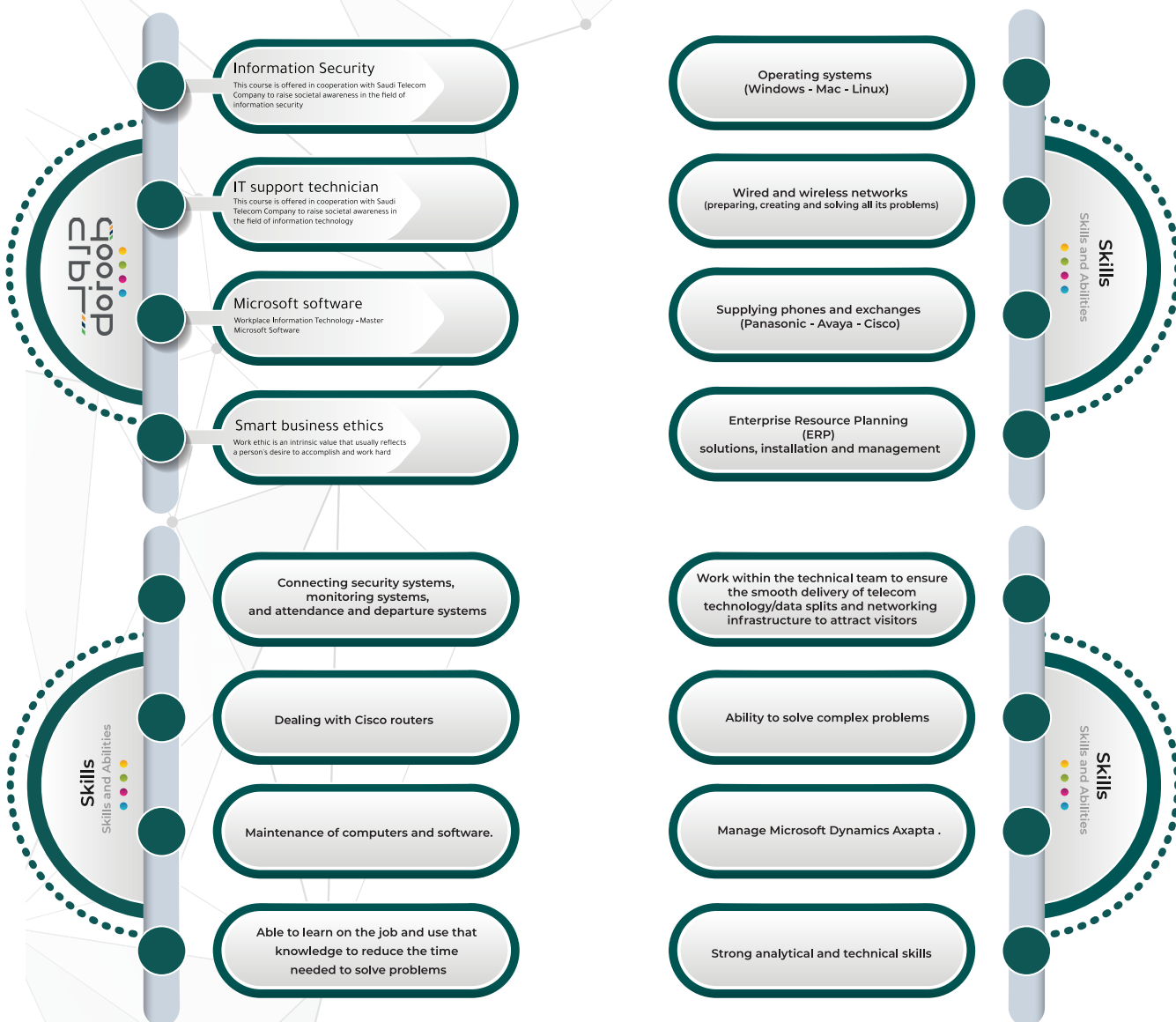
IT Service Management: ISO20000 || IT Service Management Foundations: Tools || IT Service Management Foundations: Measures and Metrics || IT Service Desk: Service Management|| IT Service Desk: Customer Service Fundamentals .
Certificate Id:
- Abq45Ys8WsTIRQnMPOkitqY1sBx1
- AVG3E6JYIuj8BCN_Qx_NuVYZfJOc
- AULCTGWrpa5-V26wfvfAiPDTVNr6
- AaUgDSL_OK9S570HTIwspobfv5o9
- Acul3OhG3GA7oKBnRBM4eNGm0GZK

Skills / Skills and Abilities

Information Security
This course is offered in cooperation with Saudi Telecom Company to raise societal awareness in the field of information security

IT support technician
This course is offered in cooperation with Saudi Telecom Company to raise societal awareness in the field of information technology

Microsoft software
Workplace Information Technology - Master Microsoft Software

Smart business ethics
Work ethic is an intrinsic value that usually reflects a person's desire to accomplish and work hard

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

Skills and Abilities

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

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

MY PROJECTS
Some of the most important projects I have worked

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Working on the branches of Al-Ahli Bank in the southern region includes securing the cameras and connecting them to the main administration, along with solving network system issues in the branches – affiliated with G4S company.

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