

Muhammad Hasseeb seid

IT Specialist

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Address: Cairo, Helwan | Military Status: Final dismissal Married Status: Married

Professional Summary

IT Specialist with extensive experience in network troubleshooting, server administration, and Cisco device configuration. Proficient in improving network uptime, resolving complex network issues, and configuring network hardware, including routers, switches, and firewalls. Strong knowledge of network security and firewall implementation, particularly with pfSense. Certified CCNA and MCSA, skilled in server maintenance, network management, and performance optimization.

Work Experience

Technical support Engineer, Server Store Lab

January 2024 – Present

- Configured and managed network hardware, including routers, switches, firewalls (Cisco, Aruba), improving network uptime by 15%.
- Installed and tested servers from Dell, HP, Cisco, and Lenovo, ensuring industry-standard compliance.
- Resolved network and server hardware/software issues, optimizing performance and reducing downtime.
- Resolved Implemented pfSense firewall solutions for internet line integration, improving connectivity reliability by configuring load balancing and web filtering policies.

Software Quality Control Engineer, Utest Company

February 2023 – Present

- Performed software quality assurance and testing, focusing on network-related software performance and security features.
- Collaborated with cross-functional teams to ensure the reliability and functionality of networking software.

Team Leader Account (ICC) Vodafone Egypt

October 2020 – April 2021

- led a team responsible for managing customer support for network-related issues, streamlining processes for faster resolution times.
- Trained staff on advanced troubleshooting techniques, resulting in a 10% improvement in customer satisfaction.

Production quality control , Wethaq Egypt Card

April 2023 – November 2023

Certifications

- Cisco **Certified Network Associate (CCNA)** – 200-125
- Microsoft **Certified Solutions Associate (MCSA)** – 20740A

EDUCATION

Bachelor of Science in Computer Science

Faculty of Computer and Information Science – Thebes Academy, 2019

Languages

- Arabic Native
- English Proficient

Technical Skills:

- **Network Security:** pfSense, VPN setup, ACL configurations
- **Networking Hardware:** Cisco, Aruba (Routers, Switches, Access Point)
- **Network Troubleshooting:** Advanced skills in diagnosing and resolving network issues.
- **Server Management:** Expertise in physical and virtual servers, including installation and maintenance.
- **Technical Support:** Comprehensive network and infrastructure support across multiple companies.
- **Operating Systems:** Windows XP to 11, Windows Server, Ubuntu Desktop
- **Virtualization:** VMware ESXi , Proxmox
- **Server Management Tools:** TrueNAS, EMC Synology

PERSONAL SKILLS:

- Eager to learn and quick self-learner
- Committed
- Self-motivated
- Critical eyes
- Attention to details
- Ability to work independently or as a part of team
- I am good at interacting with different people
- troubleshooting hardware and software
- Team player