

Hesham Mohamed Abd Elmonam Ghazy

System Administrator

hesham.ghazy@alahlymisr.com | +20 1103744778 / +201557073050

[LinkedIn](#) | [GitHub](#)

Professional Summary

System Administrator with over 5 years of hands-on experience in managing and securing IT infrastructure, including Windows Server environments, Active Directory, VLANs, firewalls (pfSense), and IBM storage systems. Proven ability to implement high availability solutions using Failover Clustering, and to troubleshoot complex network and system issues. Fast learner with strong problem-solving skills and a solid understanding of Oracle databases and basic web development concepts. Experienced in managing backup and disaster recovery operations, and working with cloud platforms such as Microsoft Azure.

Professional Experience

Al AhlyMisr Real Estate – System Administrator

Sep 2023 - Present - Installed, configured, and maintained Windows Server 2012/2019, Active Directory, DNS, DHCP, and Group Policy. - Managed user accounts and access rights in a domain environment. - Configured and maintained Windows Server Failover Clustering (WSFC). - Handled IBM storage systems including RAID, LUNs, and storage pools. - Deployed and maintained virtualization platforms (Hyper-V/VMware). - Applied security updates, antivirus policies, and disaster recovery procedures. - Supported enterprise file/print servers, VPNs, and firewall configurations (pfSense). - Monitored infrastructure performance and documented network/system configurations.

Allianz – IT specialist

DEC 2022 - AUG 2023 - Provide on-site and remote IT support to employees, including troubleshooting hardware, software, printers, and network issues.

Manage and maintain company workstations, laptops, servers, and IT infrastructure.

Administer user accounts, permissions, and group policies via Active Directory.

Ensure regular system updates, OS patches, antivirus updates, and preventive maintenance.

Monitor network performance and assist in resolving connectivity issues.

Manage IT assets and maintain inventory of hardware, software, and licenses.

Participate in IT projects, including hardware deployments, system upgrades, and infrastructure improvements.

Radio9090 – IT specialist

Jan 2020 - Oct 2022 - Manage and maintain all computers, servers, and workstations used by studios, administration, and technical teams.

Maintain broadcasting-related equipment (streaming servers, audio processing gear, broadcast hardware, etc.) if the station uses digital or in-house broadcast systems.

Manage and secure network infrastructure (LAN/WAN), ensuring stable connectivity between studios, servers, and offices.

Provide technical support to staff (hosts, audio engineers, admin), handling software issues, hardware faults, network connectivity problems, printing issues, etc.

D-media DMC Channel – IT specialist

Jan 2016 - DEC 2019 - Supported IT and broadcast systems across TV production studios. - Maintained editing systems and playout servers. - Supported Adobe Premiere, Final Cut, and related tools. - Monitored server rooms (UPS, AC, racks) and internal LAN/VLAN networks. - Delivered on-site and remote support to production teams.

Technical Skills

- **System Administration:** Windows Server 2012/2019, Active Directory, Group Policy
 - **Networking:** Routing C Switching, DNS, DHCP, VLAN, VPN, pfSense, Firewall Management
 - **Virtualization:** VMware vSphere, Hyper-V
 - **Storage Systems:** IBM Storage (RAID, LUN)
 - **Security:** Endpoint Protection, Patching, Backup/Recovery
 - **Cloud Platforms :** Microsoft Azure
 - **Database/ERP:** Oracle Client/Server, ERP/CRM systems
 - **Scripting:** Basic PowerShell, Batch scripting
 - **Tools:** Outlook, Ticketing Systems, Remote Desktop, Git
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Certifications

- CCNA (Cisco Certified Network Associate)
 - MCSA (Microsoft Certified Solutions Associate)
 - VMware vSphere
 - Oracle Database - Next Academy
 - Web Development - Route Academy
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Education

Advanced Academy – B.Sc. in Computer and Information (IT)
Graduated: 2013 – Cairo, Egypt

Languages

- Arabic - Native
 - English - Good command (written and spoken)
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Personal Information

- **Birthdate:** December 16, 1989
- **Address:** Building 177, Al Nargis 1, Amr Ibn Al-As Street, Hadayek October
- **Nationality:** Egyptian
- **Military Service:** Completed