



Mohamed Hussein Ahmed Ali

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Objective

Seeking a position in a reputable company where my experience, accomplishments and technical competencies will allow me to grow.

Experience:

Senior Technical Support Specialist Jade Textile – Egypt - 10 of Ramadan

September 2023 - Until Now

Supported More Than 300 Users: -

Limited OF Manage and Troubleshoot Active Directory

Configure and troubleshoot JERP ERP System

Configure Communication Video like (Cisco Bord, Logitech Conference Kit)

Install Desktop operating systems win 10, win 11.

Configuring and troubleshooting post-installation system settings

Configure and Troubleshoot networks.

Configure and troubleshoot hardware.

Configure and troubleshoot Handheld Honeywell

Configure and troubleshoot Photocopier.

Troubleshooting pc and Laptop Hardware and Software

Extension of cables and installation of the rack and patch panel

Instillation and Configure and Troubleshooting Fingerprint

Technical Support at Better Mix Factory - 3RD Settlement - Cairo

May 2022 - September 2023

Manage and Troubleshoot Servers:

1- Active directory

2- ADD SRV

3- File server

4- Backup (Symantec Exec12)

5- WSUS

6-Anti-virus (Kaspersky)

Configure and Troubleshoot networks like Switch and Router and Wi-Fi Access Point

Troubleshooting Almotakaml (Data Bias Programs)

Install Desktop Operating systems.

Troubleshooting pc and Laptop Hardware and Software

Extension of cables and installation of the rack and patch panel

Instillation and Configure and Troubleshooting CCTV System

Instillation and Configure and Troubleshooting Fingerprint

Technical Support at ILG Kuwait – Cairo Branch – 6 Of October

December 2021 – TO May 2022

Configure and troubleshooting Active Directory

Configure and troubleshooting ADD.

Configure and troubleshooting file server.

Install Desktop operating systems.

Configuring and troubleshooting post-installation system settings

Configure and troubleshoot hardware PC and Laptop

Configure and Troubleshoot networks like Switch and Router and Wi-Fi Access Point

Configure and Installation CCTV

Configure and Installation Fingerprint.

**Desktop / Network Support AT Olam International Factory Bani swuif and 6 of October
November 2018 until November 2020**

Basic Troubleshooting SAP

Basic Troubleshooting Microsoft Office365

Troubleshooting McAfee PEO DE with laptop

Basic Troubleshooting firewall (Familiar Fortinet firewall)

Troubleshooting windows 10, 8.1, 7

Troubleshooting windows server 2003 / 2008 / 2012

Troubleshooting Network and Wireless

Troubleshooting pc and Laptop Hardware and Software

Install desktop operating systems.

Extension of cables and installation of the rack and patch panel

- **Technical Support at futures company – Cairo – 6 of October**

July 2018 to November 2018

Configure active directory and file server.

Install desktop operating systems.

Configuring and troubleshooting post-installation system settings

Configure and troubleshoot hardware.

Configure and troubleshoot networks.

Technical Support at Safwa Hospital - Bani Swuif

May 2016 – May 2018

Configure active directory and file server.

- Managing users and service accounts
 - Managing groups and computer accounts
 - Implementing group policy infrastructure
 - Managing enterprise security and configuration with group policy
 - Improving the security of authentication in an ADDS Domain.
 - Configuring Domain Name Servers (DNS)
 - Monitoring the performance of the network
 - Responsible for the maintenance of computer peripherals (printers, scanners)
 - Installed fingerprint devices and cameras
 - Database management.
 - Using Oracle 10-11-12g
 - Toad DBA suite for Oracle 10g-11g
 - Provide technical support for the hospital DMS information system.
 - Implemented backup procedures for both the information system servers and Databases.
- Managing the hospital's website

Technical support at The Association of Asyut businessmen – Bani Swuif Branch

August 2007 – May 2016

- Installing and configuring database program “Mohassil”
- Install desktop operating systems.
- Troubleshoot Windows installation issues.
- Configuring and troubleshooting post-installation system settings
- Configure and troubleshoot parental controls.
- Configure and troubleshoot Windows Error
- Configure and troubleshoot hardware.
- Configure and troubleshoot devices.
- Configure and troubleshoot networks.

Section worker at the public administration of protection and development of the river Nile Bani Swuif

July 2004 – August 2006

- Responsible for the preparation of salaries and incentives for employees
- Preparing reports for management
- Managing database systems
- Responsible for all official correspondence and public relations

▪ **Personal Skills**

- Excellent communication skills
- Able to learn new tasks quickly.
- Self-motivated and results-oriented
- Good presentation skills
- Able to work individually and/or as a cooperative Team Member.

Language Skills

- Native Arabic speaker
- Good written and spoken English language.

Education

- Bachelor's Degree social work from the higher institute of Social Work, Cairo Egypt.

Courses

- Microsoft Certified systems administrator - Windows Server 2003
- Microsoft Certified systems engineer – Windows Server 2003
- Microsoft Certified IT Professional- Windows Server 2008 ((self-study))
- Microsoft Certified Solutions Associate- Windows Server 2012 ((self-study))
- Microsoft Certified Solutions Associate- Windows Server 2016 ((self-study))
- Microsoft Certified Solutions Associate- Windows Server 2019 ((self-study))
- CCNA v4 (cisco Academy Online)
- N+ ((Self-study))
- Workshop office365
- Workshop MacAfee EPO
- Workshop Manage Engine
- Business Desktop Deployment
- Microsoft Certification Program – MCP
- Microsoft Certified Technology Specialist – MCTS
- Cisco IT essentials 1: Hardware and software
- ICDL
- IBS Company Maintenance course

Personal Information

- Date of Birth: 29/07/1978
- Place of Birth: Beni swuif City, Egypt
- Marital status: Married
- Nationality: Egyptian
- Military Status: Exempted