

**Ahmad Mostafa Abdul Baqi**  
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**E-Mail: ahmad.mostafa@link.net**  
**Personal Information:**



**Date of birth:** 14/10/1975  
**Place of birth:** Cairo, Egypt  
**Nationality:** Egyptian  
**Marital Status:** Married  
**Military Status:** Exempted

**Education:**

**Qualification:** Bachelor Of Computer science  
**Department:** Computer  
**Graduation Year:** May/1999  
**Institute:** Future Academy.  
**General Degree:** Good

**Languages:**

- Arabic (Native).
- 2. English (Good)

**Objectives:**

Through dynamic fourteen-year professional experience within various Information Technology activities for different businesses, I succeeded to have a solid integration of most IT academic knowledge, technical skills, and business processes. Objective is to employ all this integration to guarantee productivity is maximized and industry resources are effectively utilized.

**Working Experiences:**

**MD For Medical Supplies**  
**(From July 2014 till Present)**  
**IT Section Head**

1. Evaluate the organization's departments needs and develop it by identifying their requirements and setup the best IT solution to facilitate the business cycle and reduce the waste time.
2. Recommends information technology strategies, policies, and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements.
3. Develop and implement the company security strategy
4. Discuss with the CEO the IT annual budget by forecasting requirements, scheduling expenditures, analyzing variances initiating corrective action.
5. Delegating work to and supervising the activities of junior IT staff.
6. Negotiating IT service contracts with partners and suppliers
7. updating Inventory of all IT assets & licensees.

8. Developing and maintaining the infrastructure and IT systems (active directory,DHCP,DNS), File server, Terminal server,UTM firewall(cyberoam, Sophos) , VMware , ESXI
9. maintaining Computer's software (Installs, configures and upgrades operating systems and software, using standard business and administrative packages and may modify specific applications for use in operational departments).
- 10.Troubleshoots problems with computer systems, including troubleshooting hardware and software, e-mail, network and peripheral equipment problems; makes repairs and corrections where required.

**(Note: company using Windows ,2012,2019 Server, Windows 10,11, MS Office 365)**

**Egyptian Company For Chemicals & Pharmaceuticals (ADWIA).  
(From May 2005 till January 2014)  
IT Section Head**

1. Discuss with the IT director the IT annual budget by forecasting requirements, scheduling expenditures, analyzing variances initiating corrective action.
2. Recommends the optimum solution for different departments to facilitate working cycle between all departments.
3. Dealing with different vendors to get the company needs.
4. Ensuring that all IT changes are managed so that they minimize downtime and risk of any inconvenience.
5. Installing, configuring and managing active directory,DHCP,DNS, exchange server (2003-2007), File server, Terminal server,UTM firewall(cyberoam), IP PBX.
6. backup the servers regarding IT department policy .
7. Providing technical support to 250 users spreading over 2 branches connected to each other VPN (Obour City and 10th of Ramadan City).
8. maintaining Computer's software (Installs, configures and upgrades operating systems and software, using standard business and administrative packages and may modify specific applications for use in operational departments).
9. Providing hardware support and configures computers, network infrastructure and peripherals such as printers, scanners and related hardware; pulls cables and rewires or directs the rewiring of cables as required for new installations and office reconfiguration..

**(Note: company using Windows 2008 Server, Windows XP Professional, Windows 7, MS Office 2003 -2007)**

**Kafa'at for training & employment & consultations (Saudia Arabia).  
(From November 2004 till May 2005)  
IT Support**

1. Responsible for maintaining the network configuration software (Install windows- Printers or any other software).
2. maintaining the network configuration hardware.
3. Providing hardware support including workstations and printers.
4. Providing users training sessions.
5. Acts as a technical resource in assisting users to resolve problems with equipment and data; staffs a centralized help desk to facilitate exchange of information and advice; implements solutions or notifies outsource providers as required.

**LINKdotNET (Egypt).**  
**(From June 2003 till June 2004)**

**Technical Support Representative**

1. Assist dialup customers in resolving technical issues related to software and hardware installation and Internet connection.
2. Answer technical support questions through phone.
3. Submit the Help Desk duty report at the end of each shift.
4. Follow procedures for urgent requests
5. Reporting to the supervisor at the end of the day.

**Otlob.com ( Egypt ).**  
**(from August 1999 till March 2002)**

**Project Coordinator (Food Division):**

1. Responsible for adding (New restaurants on the site, areas, Rules).
2. Updating the restaurants that already exists.
3. Uploading the restaurant's Logo.
4. routing online orders that received through otlob site.
5. Contacting vendors (restaurants- video rack-pharmacies) via several media (telephone, fax and e-mail).
6. Online Support for otlob users - handle any problems that might face otlob users (login problem- ordering steps through otlob) via several media.
7. Training new recruits on back office application.

**Computer Courses:**

1. MCITP Track in progress
2. MCSA 2003 Track (Not Certified)
3. MCSE Track (Win 2000) (Not Certified) (Professional- Server- Active Directory- Infrastructure-ISA- Exchange- Design Infrastructure).
4. **CIW Certified 410**-Foundations (Internet Fundamentals - HTML- Authoring and networking Fundamentals).
5. **CIW certified 470**- Security Professional (Operating System Security- Networking Security and Firewalls - Security Auditing, Attacks and Threat Analysis).