

# Abdelaziz Ahmed

IT Specialist

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Qalyubia, Shubra El Kheima

## SUMMARY

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IT Specialist with over a year of hands-on experience in technical support, networking, and system administration. Proficient in troubleshooting hardware and software issues, configuring network infrastructures, and ensuring system security. Skilled in managing Windows Server, Active Directory, and cloud computing with Microsoft Azure. Certified in CCNA, MCSA, and Azure Fundamentals, with a strong foundation in VLANs, routing, and backup solutions. Passionate about optimizing IT environments and delivering efficient technical solutions. Seeking opportunities to leverage expertise in a dynamic IT setting.

## EXPERIENCE

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IT SPECIALIST 09/2024 - Present  
Ecotel Dahab Bay View Resort

- Providing technical support to hotel staff and guests in case of any issues with computers, the network, or communication
- Monitoring and maintaining the hotel's network (LAN/WAN) to ensure systems operate smoothly and efficiently. Setting up and installing computers, printers, phones, and other systems according to the hotel's needs. Installing and maintaining the software used in the hotel, including Property Management Systems (PMS), email, and antivirus programs.
- Managing regular backup operations and restoring data in case of any failure.
- Worked on hotel servers including Opera, SUN Systems, and Material Control, providing technical support and system management.

IT Helpdesk 06/2023 - 09/2024  
P.H.I Institute for engineering

- Provide technical support to users and resolve technical issues to ensure smooth workflow.
- Monitor and maintain employees' computers, including updates, troubleshooting, and issue resolution.
- Install and configure operating systems like Windows, along with necessary programs and applications.
- Troubleshoot and resolve internet connectivity issues to maintain network stability within the company. Installing and configuring new printers

Data Entry 03/2022 - 04/2023

### IT-BLOCKS

- Entering and processing data and documents.
- Using Microsoft Office programs to enter data and create.
- Reviewing documents and electronically entered data to ensure accuracy before submission.
- i worked on several projects, including the Egypt Gas Company project, the Dar Al-Hilal Printing and Publishing project, and the Research and Electronics

TEACHER ASSISTANT 09/2019 - 02/2022

### private teacher

- Assisted students in solving homework problems.
- Corrected and provided feedback on students' homework.
- Utilized Microsoft Word to create instructional notes and exams for students.
- Employed Microsoft Excel to develop weekly spreadsheets for tracking student attendance, absences, and exam grades.

## EDUCATION

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Computers and Information Systems  
Higher Institute of Computers - Bachelor's degree

10/2019 - 06/2023

## COURSES

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<b>CCNA</b> (200-301)	<b>COMPTIA Network+</b>
<b>MCSA</b> (WINDOWS SERVER 2019)	<b>COMPTIA A+</b>
<b>AZ-900</b> (Microsoft Azure Fundamentals)	

## TECHNICAL SKILLS

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**Networking:** VLANs, Routing & Switching, Cisco

**Operating Systems:** Windows Server, Active Directory

**Cloud Computing:** Microsoft Azure, Virtualization

**Security & Backup:** Backup & Recovery, Antivirus Management

## LANGUAGES

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English	Intermediate	Arabic	Native
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## Projects

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### Network Simulation Project using Cisco Packet Tracer

- Designed and configured a network topology using Cisco Packet Tracer.
- Implemented a router connected to three switches, each supporting 15 devices.
- Configured three VLANs to segment network traffic efficiently.
- Connected each switch to a dedicated server for enhanced network management.
- Applied VLAN configuration, inter-VLAN routing, and basic security measures.