**Sallam St. no.10 – BabElsharia – Cairo**

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Mahmoud Ezz El Dien Tawfik

**Objectives**

IT Services, Having 9+ years of experience in the field of IT.Hardware and Infrastructure with experience for the design, creation and maintenance of IT services, Very knowledgeable Data Center Operation within Proven skills at conducting effective daily data center maintenance, I am Looking forward to work in a firm that allows me to practice my expertise while also continuing to grow and advance in my experiences. My target is that IT is a business enabler. Hence, I differentiate myself being able to align both business and IT strategic together is able to manage resources & lead people able to deliver and measure operational IT objectives.

**Work Experience**

**Senior project Manager**

**ACE (**Alahly for Computer Equipment’s ) Feb 2019 till now

**Job Responsibilities :**

* Ensure that our services delivered and customers satisfaction
* Contact with customers and determine what they need to do, and convince them of our services
* Build and maintain a relationship with the Client’s
* Become an integral member of the account teams
* Define and align the services sales strategy to improve service revenues and customer satisfaction across all accounts
* Be a virtual team leader coordinating activities across departments such as service delivery, service support, business development, service partners, internal legal & finance etc.
* Handling and owning the fore casting process for the named accounts
* Build and maintain relationships with vendors
* Contact with vendors/suppliers for purchase devices or extend the contracts

**IT Deputy Services Manager.**

**NOSI (**National organization for social insurance**) IT/ Noc.**Aug2009 till Feb 2019

**Job Responsibilities:**

 Technical responsibilities:

* Manage more than 350 lines for our branches (leased line and 3G)
* Monitoring and handle lines problem with our ISPs
* Support and manage(Service Desk, End User Computer, Thin-clients, Networks, Infrastructure and Security
* Secure and encrypt all our traffic through our ISPs, network devices and end-user computers
* Install & Deploy VLANS, STP, VRF, Access List in Core & Edge Switches.
* Operate Hardware Firewalls.
* Meet goals and set by the direct manager.
* Handle all users’ problems software and hardware & Writing technical reports.
* Configure Implementing and troubleshoot various desktop Software problems and handle user request.

Non-Technical responsibilities:

* Responsible for conducting with other stakeholders to achieve the required department’s target.
* Responsible for make tenders for upgrade network devices or end users devices, and take decisions to improve our services by IT department.
* Set deals with ISPs to extend the current required contract & agreements.
* Contact with vendors / suppliers for purchase devices or extend contracts.
* Engage with department manager & other all parties to set the strategic & financial goals.

Projects Achieved:

* **SIO Network upgrade infrastructures**:
	+ Including replace network devise Core switches, core routers, firewalls.
	+ Following with all other parties including vendors / suppliers.
	+ Assure that all delivery items delivered as per project plan.
* **SIO connectivity lines upgrade** :
	+ Determine the required line speed for all SIO branches.
	+ Following with all other parties including ISP’s.
	+ Assure that all delivery items delivered as per project plan.
* **SIO Routers & switches replacement** :
	+ Determine the required BOQ & BOM.
	+ Following with all other parties including ISP’s& vendors.
	+ Assure that all delivery items delivered as per project plan.

**Owner.**

Private business Jan 2005 till July 2009

**Job Responsibilities**

During this period, I have responsible for:

* Provides technical support and hardware maintenance.
* Troubleshooting for all kind of O.S platforms.
* Install & maintain small & medium networks infrastructures.

**SKILLS**

**Computer Skills**

System Experience:

* Windows installation
* Very good with MS-Word
* Very good with E-mail

**General Skills**

* Ability to handle escalated complaints & provides fast practical solutions.
* Solving problem in a professional manner.
* Ability to provide consistent quality service to all customers at all times.
* Service quality oriented.
* Supervisory qualities.
* Time management and organizational skills.
* Strong follow-up and monitoring mechanism.
* Team work spirit and staff development skills.

**Professional COURSES**

**Professional Certifications**

* Certified ITIL Expert Certificate-Num : GR760021163ME May 2018

**Courses attended**

* Project Management
* CCNA
* CCNP R&S
* MCITP
* Cisco Works
* ASA Firewall

**Language Skills**

* Arabic: Mother Language
* English: Very good command of speaking, writing, understanding.

**EDUCATION**

**Faculty of law, Ain Shams University**

Graduation\_ 2004

REFERENCE upon request