

ABDALLAH AHMED

IT INFRASTRUCTURE & TECHNICAL SUPPORT MANAGER



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Eng.Abdallah@Outlook.com



PROFILE

IT Infrastructure & Technical Support Manager with +14 Years Experience

Responsible for providing the strategic direction for the infrastructure function on organisation. Lead the development of infrastructure strategy and architecture standards and procedures for the organisation. Managing overall IT day to day operations to improve infrastructure costs, performance and end user satisfaction. Provide leadership in planning and managing computer operations and production support, Data base administration. Ensure system performance and SLA's are met.

Manage IT resource requirements to ensure appropriate balance between tactical and strategic demands.

Implement IT continuous improvement programs. Lead IT asset management team to ensure assets full lifetime cycle value is achieved. Manage strategic relationships with key IT product and service providers. Provide in depth technical expertise for both tactical and operational initiatives. Provision in close cooperation with third party service provider an IT infrastructure that is suitable for the group to access and use their business applications

Assess the relative impact of IT industry trends to current and future enterprise infrastructure needs and projects

Interface with business unit managers to define infrastructure support initiatives and solutions for improving service efficiency and effectiveness Analyse and predict trends and develop long range plans designed to maintain cost effectiveness.

Participate in IT strategy planning activities. Develop the reporting for vendor performance in areas that include quality, capacity, systems and responsiveness. Ensure the infrastructure team is mitigating, monitoring and managing infrastructure related risks

Work closely with project team members line managers for time allocation and prioritisation

Manages a dynamic team of individuals, constantly searching for creative ways to elevate the capabilities of technology systems to meet business needs Participate in the budget process.



WORK EXPERIENCE

Ardic Developments // May 2021- Now

Senior Technical Support Engineer

Responsible for all levels of phone, email and onsite support to troubleshooting and diagnosis to resolution. strong enterprise level repair troubleshooting experience with servers, storage, in data center environment. Work with management on the allocation of personnel to effectively and confidently provide superior technical support Provide technical and procedural support for company trainers, Technical support staff. Developed and documented technical support criteria, developing service manuals and standard operating procedures. Troubleshoot product anomalies and report them to IT Manager. Identified, troubleshoot and analyzed computer/hardware and software related issues when escalated. Interact with clients in order to troubleshoot and solve technical issues; follow system issues from initiation to resolution.

Transitioned vital engineering information into the cloud. Presented cost comparison for product upgrade (On premise vs cloud) to directors of IT and business teams.

EgyprofME - Wadidegla Developments // Jan 2017- May 2021

IT Executive Administrator

Provides front-line user support for hardware and software issues at a company consisting of 200 employees Utilizes broad range of operations system knowledge, including OS, Linux, and Windows, to effectively troubleshoot critical issues Partners with security and infrastructure to resolve high-level networking or InfoSec issues, Supporting remote clients by supplying swift telephone and online support to +20 daily calls, messages, and emails, Recognized as top-performing technical support team member, winning "Employee of the Month" 7 times over 2 years



EDUCATION

Future Academy of Egypt // Jan 2003- Dec 2007

Bachelors of Information Systems



SKILLS

- ▶ Team Building
- ▶ Business Promotion
- ▶ Creativity
- ▶ Cloud
- ▶ Microsoft



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TO WHOM IT MAY CONCERN

Dear Hiring Manager,

I am submitting my CV and experience for this job role

With a Bachelor's degree in Information System, fourteen years of valuable experience, numerous voluntary certifications and an unwavering team spirit, I believe I will be an asset to your company.

My professional experience includes designing, installing, operating, monitoring and recording the performance of information systems, troubleshooting various problems and fixing, working on many backup systems, managing the various risks of information systems and always working to repel and secure the various external attacks that lead to work problems

Maintaining multiple organizations and IT systems to obtain a consistent level of reliability and working closely with the IT management team or working alone,

Searching for new technologies and successfully implementing this technology in my organization, IT networks, and various systems Here are some highlights of my experience and qualifications.

He holds a bachelor's degree in management information systems from the Future Academy at the University of Egypt

Cisco Certified Network Partner, CCNA, Cisco Certified Network Professional, CCNP,

Cisco Certified Design Professional, CCDA, Microsoft Certified System Manager

Administrator 2003, Microsoft Certified Solutions Associate 2012

I have practical experience of IT infrastructure library

ITILL, Library of information technology infrastructure

Progressed through consecutive positions in information Technology and Technical Support through consecutive positions as Trainee, Junior IT Engineer, IT Team Manager, and IT Department Director

It has successfully implemented dozens of IT solutions

I continued to improve my education through intensive research in the design, installation and management of different information network systems, whether wired, wireless or cloud Data Networks Solutions .

Managing servers, network devices, and enterprise management software have been managed and operated for various companies in many industries such as general contracting, food, printing, and facility management

I hope to be able to introduce my passion for technology, the can-do attitude and in-depth technical knowledge to the company team.

I appreciate your time and attention, and I look forward to discussing this with you .

My permanent greetings ,,
Abdallah Ahmed Abdallah

عزيري مدير التوظيف ،
أنا أقدم سيرتي الذاتية وخبرتي لهذا الدور الوظيفي
مع درجة البكالوريوس في نظام المعلومات ، وأربعة عشر عامًا من الخبرة
القيمة ، والعديد من الشهادات الطوعية وروح الفريق التي لا تتزعزع ،
أعتقد أنني سأكون أحد الأصول لشركتكم

تشمل خبرتي المهنية تصميم ،تركيب ،تشغيل ،مراقبة أداء نظم
المعلومات وتسجيله ، واستكشاف المشكلات المختلفة وإصلاحها ،
العمل على العديده من انظمه النسخ الاحتياطية ،أداره المخاطر
المختلفه لنظم المعلومات والعمل دائما على صد وتأمين الهجمات
الخارجيه المختلفه التي تؤدي الى مشكلات العمل

الحفاظ على العديد من المؤسسات وأنظمة تكنولوجيا المعلومات
للحصول على مستوى ثابت من الموثوقية والعمل بشكل وثيق مع فريق
، اداره تكنولوجيا المعلومات او العمل منفردا

البحث عن التقنيات ال جديدة وتنفيذ هذه التكنولوجيا بنجاح في
مؤسستي وشبكات تكنولوجيا المعلومات والأنظمة المختلفه
فيما يلي بعض النقاط البارزة في خبرتي ومؤهلاتي

حاصل على درجة البكالوريوس في نظم المعلومات الاداريه من أكاديمية
المستقبل بجامعة مصر

Cisco محترف شبكة معتمد من ، CCNA , Cisco شريك شبكة معتمداً من
CCNP ،

مدير نظام معتمد من ، CCDA , Cisco محترف تصميم معتمد من
Microsoft

Administrator 2003، Microsoft Certified Solutions Associate
2012

لدى الخبرة العمليه لمكتبة البنية التحتية لتكنولوجيا المعلومات
ITILL, Library of information technology infrastructure

تقدمت بمجال تكنولوجيا المعلومات والدعم الفني من خلال مناصب
متتالية كمتدرب ومهندس تكنولوجيا معلومات مبتدئ ومدير فريق
تكنولوجيا المعلومات ومدير اداره تكنولوجيا المعلومات
نجحت في تنفيذ العشرات من حلول تكنولوجيا المعلومات
واصلت تحسين تعليمي من خلال البحث المكثف في تصميم وتركيب
واداره انظمه شبكات المعلومات المختلفه سواء كانت سلكيه، لا سلكيه او
سحابيه

تم اداره وتشغيل العديد من خوادم و أجهزة شبكيه وبرامج اداره
المؤسسات لمختلف الشركات في العديد من الصناعات مثل الخاصه
بالمقاولات العامه ، الاغذيه ، الطباعة ، اداره المنشآت
أمل أن أكون قادراً على تقديم شغفي بالتكنولوجيا وموقف ما يمكن فعله
والمعرفة التقنية المتعمقة لفريق الشركة

أنا أقدر وقتك واهتمامك ، وأتطلع إلى مناقشة هذا معك أكثر

،،، تحياتي الدائمة
عبدالله أحمد عبدالله



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