



Ahmed Lasheen

Sr. Technical Support / Project Engineer

Contacts

Al Khan, Sharjah - UAE
 +971-50-6611135
 Lasheen10@icloud.com
 [Linkedin.com/in/Ahmed-Lasheen](https://www.linkedin.com/in/Ahmed-Lasheen)

Personal Information

Egyptian
 Married
 21-Oct-1989
 Valid UAE Driving License

Education

National Telecommunication Institute, Egypt | 2020 - 2021
Master Diploma ,Telecommunication & Information Engineering

Arab Academy for Science, Technology and Maritime Transport. Alexandria, Egypt | 2007 - 2012
B.Sc. Electronics & Communication Engineer | GPA: 3.0 (Very Good)

Personality

- **Patient**
- **Friendly**
- **Hard worker**
- **Communicative**
- **Organized & Creativity**

Work Experiences

Sr. Technical Support Engineer (6/2020 - Present) **EasyTouch IT System Integrator, Abu Dhabi**

- Completes engineering projects by organizing and controlling project system (CCTV, Access control , AV System , Video Conference , Meeting Room Booking System, Time Attendance)
- Develops project objectives by reviewing project proposals and plans and conferring with management.
- Determines project responsibilities by identifying project phases and elements, assigning personnel to phases and elements, and reviewing bids from contractors.
- Determines project specifications by studying product design, customer requirements, and performance standards.
- Completes technical studies and prepares cost estimates.
- Confirms product performance by designing and conducting tests.
- Determines project schedule by studying project plan and specifications, calculating time requirements, and sequencing project elements.
- Delegate tasks to team members according to their individual skill sets, experience and abilities to ensure efficient completion of the project.
- Maintains project schedule by monitoring project progress, coordinating activities, and resolving problems.
- Controls project plan by reviewing design, specifications, and plan, scheduling changes, and recommending actions.
- Prepares project status reports by collecting, analyzing, and summarizing information and trends; recommending actions.
- Maintains safe and clean working environment by enforcing procedures, rules, and regulations.
- Contributes to team effort by accomplishing related results as needed.
- Document and report project progress to stakeholders and clients.

Projects Handled:

- ADNOC Panorama AI Digital Command Center Renovation.
- Federal Authority for Identity and Citizenship
(Abu Dhabi, Al Dhafra, Al Ain, Sharjah)
- Emirates National School (Abu Dhabi)
- Abu Dhabi Future School Program
(Al Shamkha, Al Rahba, Al Bahya, South Al Shamkha)
- Family Development Foundation (Al Ain)

Languages

- **Arabic** ● ● ● ● ●
- **English** ● ● ● ● ●

Skills

- **Excellent communication**
- **Excellent conceptual**
- **Presentation Skills**
- **Highly motivated**
- **Team worker**
- **Problem solving**
- **Self-study learning**

Awards

★ **Best Employee of The Month in Telecom Egypt (Alexandria)**

Retail & Customer Site Technical Support Engineer (FTTH & ADSL)

- **AUG - SEP (2015)**
- **JAN - APR - JUN (2016)**

★ **One of the top Performers achievers in Etisalat Contact Center Operation**

- **JAN - OCT- DEC (2017)**
- **JAN - JUL - DEC (2018)**

★ **Optimum Etisalat Contact Center Customer Satisfaction**

- **1st Quarter 2017**

IT Support - Projects Engineer **Cartrack Technologies, Dubai**

(7/2019 – 4/2020)

- Performed back-end support for the installation of Tracking Device.
- Remote administration and management of customers to provide resolution of faults.
- Performed device testing before the deployment.
- Troubleshooting and problem-solving nature of various faults, demonstrating teamworking skills by working with others to resolve issues and reach logical solution steps.
- Training to new client on how to use our WEB portal.
- Performed GPS and Tracking Device Installation in the absence of the field technician.
- Perform installation apps on tablets & secure it with software's & make sure its setup secured inside Taxi (Developing Ajman Taxi for Ajman Transportation Authority)
- Software testing & submit reports for developing web portals & android apps & analysis de-bugging for tracking devices.
- Manage reports for cashier, drivers' income & behaviors.
- Perform project timeline to meet the deadlines.

Projects Handled:

- Development Ajman Taxi
(Mobile App & Web Portal With GPS Tracking Solution)

Sr. Technical Support Operation Team Leader **Delegate Etisalat UAE, Ajman**

(10/2016 – 6/2019)

- Provide 1st & 2nd support to VIP Prestige customers.
- Providing technical support, troubleshooting, hardware and software problems Including computers, laptops, LAN, WAN, FTTH, LTE, STB & remote systems.
- Deployment and configuration of computers, workstations and laptops.
- Issuing services required by customers using ticketing system (CIM, CBCM) off Etisalat.
- Maintenance and troubleshooting for desktops, Pc's, and laptops.
- Manage service requests, install software, new computer settings, upgrades, etc. and recording the daily work report in the business reporting system.
- Perform management task & meet deadlines.
- Support (artificial intelligence) AI project team by auditing and analysis all transactions completed by AI system (Voice & Chat).
- Support Training team with new batches for train new staffs.

Technical Skills

- Professional for Technical 1st & 2nd Line Support .
- Professional in MS Office (Word, Excel, Power point)
- Programming Languages (C, Python) & MATLAB
- Infographic Creation
- Electronics board & PCB Circuits Implementation.
- Project management.
- Testing & Commissioning.
- Safety Management
- Configuration All type ADSL & Broadband Routers .

Courses

- MCSA Windows Server 2016
- Microsoft Exchange Server 2016
- Cyber security By Cisco
- ITIL V3 Foundation
- Internet of Thing (IoT) By Cisco
- Full Stack Web Developer (One Million coder)
- Introduction to Artificial Intelligence (AI) By IBM
- ILETS General (Preparing)

Certifications

- Mobile GSM & LTE
- Microcontroller Using C Language & PCB Boards
- CCNA Routing & Switching
- Hikvision Display HCSA
- HSE - Occupational Safety & Health Administration. (OSHA)

Retail & Customer Site Technical Support **Telecom Egypt Data, Alexandria (Nov 2014 – Sep 2016)**

- FTTH Field Support Engineer working on handling the installation of optical network units, ONT, STB, configuration of small business managed switches, wireless solutions. To handle customer site technically (ADSL).
- Administration experience in internet related services such as Proxy, RADIUS, mail, web servers.
- Network monitoring, routing and switching (LAN and WAN). Configuring Computer Peripherals, configure ADSL CPE and other configurations. Diagnose and resolve technical hardware and software issues.
- Network Security (Firewalls, DMZ architecture, VPN, Internet gateway architecture for especially the enterprise is using multiple ISPs).
- Install, configure, and maintain Ethernet networks, network cabling, and other related equipment (modems, routers, switches, etc.).
- Good experience with PBX, TCP/IP, VLANs, Switching, Routing, LAN and WAN Technologies, WLAN, Remote Access, Wireless Network Implementation (AP site survey experience), OSPF, BGP.

Technical Support Specialist (04/2014 - 11/2014) **Telecom Egypt, Cairo**

- Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection.
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services.
- Gather customer's information and determine the issue by evaluating and analyzing the symptoms.
- Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP and more.
- Follow standard processes and procedures.
- Follow up and make scheduled call backs to customers where necessary.

IT Helpdesk Support (01/2013 - 03/2014) **Network & Information System Military Branch**

- Install, configure, and maintain Ethernet networks, network cabling.
- Configuring computer Peripherals.
- Expertise in handling of operating systems like WINDOWS, DOS and MS Office Applications (MS Word, Excel, power point etc.)

IT Helpdesk Support

3M for Contracting & Trading Company (7/2012 – 1/2013)

- Help Desk Support for End Users
- Provided qualified technical advice on the installation, Maintenance, troubleshooting, and upgrade.
- Troubleshoot and repair internal computer components and networking issues.
- Remote support for customers by phone and email with software installation and networking issues.
- Document issues and resolutions as well as manage customer tickets.
- New Computer Installation and Set-up in a network environment.