

Ahmed Alaa El Din Mokhtar

Address: Giza Egypt, **Mobile:** (+2) 01003625846, **Email:** ahmedalaa_83@hotmail.com ahmed-mokhtar@outlook.com,

LinkedIn: <https://www.linkedin.com/in/AhmedAlaaElDinMokhtar/>

Professional Summary:

Competent and result oriented professional with proven 12+ years of experience in the fields of IT operations, remote IT support, senior system administrations, engineering & infrastructure and IT management. Strong technology and business integrations with advanced record of initiative taking, business transformation and rapid adaptability to changing trends and technologies.

Work Experience History:

❖ March 2019 - Present

(2 Years & More)

Senior System Operations Engineer at [Abu Dhabi Islamic Bank - Egypt](#)

Abu Dhabi Islamic Bank -Egypt (ADIB-Egypt)an award-winning bank that started its operations in Egypt after the acquisition of the National Bank for Development (NBD), through the Emirati consortium between Abu Dhabi Islamic Bank and Emirates International Investment Company (EIIC) in 2007.

- Be a part of the Infrastructure Team to support the bank and user's needs depends on the different rules we do.
- Use HP Service Manager as a ticketing system to support user's requests and responsible to open IT changes when it is needed.
- Administrate a large Infrastructure Environment (+2000 Employees) with different Applications (Active Directory, GPO, DNS, DHCP, Exchange Server, CA, and SCOM).
- Use Microsoft Active Directory 2012R2/2016 by working with Groups and managing access to resources over it and make cleaning for Ex and Disabled users and Group Policy, working with a file server and managing permission for users and Microsoft Exchange 2016 by having a responsibility to create mailbox for the user, managing mail permission over the distribution list and create it, monitor the database over DAG, monitor the mail quote and send & receive connectors.
- Work with/by Active Directory Administrative Tier Model.
- Dealing with Windows PowerShell with Windows Server and Exchange depends on the need of it.
- Work with Microsoft Certification Authority Server, VMware vSphere v6.7, VMware VROps v8, Technical Support for VMware Workspace one AirWatch, User acceptance testing (UAT) as a test environment, work with Microsoft 365 Admin Center by dealing with Azure Active Directory and Office 365 to manage Microsoft Teams.
- Check daily low disk space for all servers by [Site Scope tool](#) and act on it, as it needs.
- Applying patching and updates for servers by SCCM or stand alone, Securing new Servers by installing the software required and applying security vulnerability.
- Installing and troubleshooting Security software such as [Traps - Palo Alto](#), [Fidelis Cybersecurity](#) and [Tripwire](#) by working with Infra Security Team.
- Act as a Team Lead to Manage junior team members to achieve more goals and consolidate tasks between team members.
- Being a part of DC 'Datacenter' and DR 'Disaster recovery' work preparation and test.
- Working with different teams as Project Managers, Information / Infra Security, Network Security, Desktop Support, Application Support Team, and Service Desk Teams.

➤ **Projects:**

- **From March 2019 to October 2019 - Active Directory Migration:** Working as a team member in Active Directory migration from Abu Dhabi Domain to Egypt Domain Project including all servers and applications the bank users working and using it by assisting the bank, vendor "link datacenter" and Microsoft Teams in their work from the part of the testing in a UAT environment and move after that to the production.
- **From September 2019 to October 2019 - Application Servers Migrate:** Working with the application team to manage to test the servers in the UAT to migrate from domain to another for testing, take the operations servers, and migrated from old Active directory domain to a new one.
- **From March 2021 to June 2021 - Deploy, Install and Testing IBM Security Secret Server:** working with [IBM](#) & [Fiber Misor](#) to Deploy, Install and Testing IBM Security Secret Server in the UAT environment with ADIB Bank information Security Team and it is a Privileged Access Management (PAM) On-Premises Server and it makes easy to identify and secure all service, application, administrator, and root accounts across your enterprise. Through continuous discovery.

❖ July 2018 - February 2019

(8 Month)

Senior Infrastructure Engineer at [MigrationIT](#)

MigrationIT is based on IT recruitment & employment Assistance Company who endeavor to improve specialized IT recruitment and job finding. Our goal is to ensure that in the vast field of Information Technology the right people are brought into the right place.

- Working as outsourcing to support different clients at their locations based on a timed shift schedule.
- Act as a Senior Infrastructure Engineer and Senior Support Specialist Engineer based on the client's needs.

🚩 **Client 1:**

- **Work as Senior Infrastructure Engineer** for the clients above and manage their entire site.
- Dealing, Negotiate and Communicate with Vendors/Partners to get the right needs for the company of Hardware and software.
- Use Vodafone Cloud Portal to Support Users Email Accounts.
- Planning and creating the corrective/preventive actions for an operational problem.
- Managing IT daily work and progress for the day by day.
- Provide a first and second level of support for employees.
- Deal and support users issue remotely by TeamViewer in case they need.
- Responsible for the installation & monitoring leased line Connection.
- Deal with a firewall such as FortiGate 60E and manage user's VPN Access.

- Vendor management for all local vendors (Telecom Egypt, TE-DATA and Vodafone)

➤ **Projects:**

- Coordinate with TE Data, [Central Bank of Egypt \(CBE\)](#), [I-Score](#) and [Systems Engineering of Egypt - SEE](#) to establish two VPN connections between [EGY Lease](#), Central Bank of Egypt (CBE) and I-Score in September 2018.

✚ **Client 2:**

- **Work as Senior Technical Support Engineer** for the client above.
- Working with ManageEngine ServiceDesk Plus ticketing system to support user's problems and issues.
- Using Dameware Mini Remote Control to work on user issues remotely.

✚ **Client 3:**

- **Work as a Senior Technical Support Engineer** to support user computer problems in Small Business Company.
- Working with cPanel to support the user's email system hosted at TE Data.
- Deal and support users issue remotely by TeamViewer in case they need.
- Deal with company network and internet issues.

❖ **November 2017 - June 2018**

(8 Month)

Remote System Engineer at [EffVision](#)

Effvision is a US-based company, leading the way in technology. Our business model is based on our vision of efficiency. We care about your business and the growth path you have planned for it.

- Respond quickly to customer requests for immediate issues and drive to develop Infrastructure Practice and approach to customer delivery.
- Work with Microsoft office 365 and Microsoft Azure IaaS, Trend Micro Cloud-Based Management Antivirus Server, [ZOHO](#) web-based ticketing system and LogMeIn to work on the client's issues, and with the Zoom Meetings Communications solution.
- Deal with Google Admin Console "G Suite", Adobe Cloud Service by Adobe Admin Console, Zoom, and [Exclaimer Cloud](#) to manage signature for office365, exchange, and G Suite.
- Support and work with a mixed working environment that has Microsoft Windows and Apple MAC OSX macOS 10.12, macOS 10.13 devices.
- Working Remotely from home for business needs.

❖ **December 2016 - October 2017**

(11 Month)

System Engineer at [IPMagix](#)

IPMagix delivers high-tech solutions through a limitless combination of IP telephony, mobility and IPTV solutions to companies operating in the financial, hospitality, enterprise, retail, health, education, aviation, and real estate sectors.

- Work with Windows Server 2012 / 2012 R2 as Active Directory, DNS, GPO, and DHCP Servers, Microsoft Exchange Server 2013 and Microsoft Lync 2013, manage Windows Server 2008 as File Server.
- Install, configure and manage VMware vCenter 5.1 Server and manage ESXi hosts.
- Working with Microsoft System Center Data Protection Manager 2012 R2 to support users to back up their data.
- Install, configure and Manage Veeam Backup Server 9 to make a backup for the virtual servers.
- Make daily health checks for the Server and Network by using PRTG Network Monitor.
- Working as a Team Leader for the Help Desk Ticketing System Assign and with the OTRS web-based ticketing system.
- Act as a vendor for [fenestrae](#) to support Orange on [faxination](#) software.

➤ **Projects:**

- ❖ Deploy an Open Source HR Software System [OrangeHRM](#) in August 2017.

❖ **February 2016 - November 2016**

(10 Month)

Sr Technical Support IT Operations at [Convergys](#)

Convergys Corporation is a corporation based in Cincinnati, Ohio, that sells customer management and information management products, primarily to large corporations.

- As part of the integration of Stream with Convergys in March 2014, my new title **Senior Technical Support IT Operations** as part of END USER SUPPORT TEAM of the Company.
- Work with [RemoteApp and Desktop Connection](#) to access Active Directory, DHCP and other servers/applications depend on work needs.
- Use Altiris Deployment Console & SCCM to deploy software applications, patching & updates depends on work needs.
- Work with Service Management Suite as a ticketing system to support user's problems and issues.
- Served as a second-team leader and managing a team of four junior team members.

❖ **May 2010 - January 2016**

(5 Years 9 Month)

IT Operation at [Stream Global Services](#) a Company of [Convergys](#)

Stream Global Services was a BPO company acquired by Convergys through a definitive merger, with more than 37,000 employees in 22 countries in 50 contact centers it managed more than 100 million voice, e-mail, and chat contacts a year.

- Be a part of team in a Company as a *Multinational Call Center & Working in Different Shift* Morning and Night, Midnight works well independently and as a team member.
- Provide a 1st, 2nd and 3rd level of support for 800+ users within 2 Cairo Sites, responsible for overall functioning and performance of the IT site server's functions via the ticketing system.
- Working with Active Directory, Printer & File Server, DHCP, Symantec SAV, SEP, SCEP, PGP encryption, and security patch updates.
- Creating Exchange Mailbox Accounts and Registering Mails, NAB files, DLs, Recertify ID files, Remove & Recreate. NSF DB files on Lout's Domino Server 7.0 for sites.

- Assist to Network Operations, Network Engineering, Desktop, System Engineering, and Telecom by supporting internal and external networks, e-mail systems, Internet communication and telecommunications as needed for any local issues as necessary.
- Monitoring Cairo sites infrastructure servers' devices (CPU, HDD, Memory) via Orin (Solar winds) solution + act accordingly if any alarms show up.
- Discussing outages Reasons with clients and other teams through Conference Calls.
- Applying operating system updates, and configuration changes, engaged in an outage and 24/7 on-call support.
- Adhere to company policy concerning formal process methodologies utilizing and strictly adhere to the global change process for ITIL.

❖ **January 2008 - May 2010**

(2 Years 5 Months)

IT Support Specialist at [Magrabi Agriculture](#)

Magrabi Agriculture is one of the best fruits and vegetable growers and exporters in Egypt and one of the first to obtain GLOBALG.A. P

❖ **February 2006 - December 2007**

(1 Year 11 Months)

Technical Support Engineer at [Nile Fresh Produce Processing](#)

Academic Qualifications:

- Bachelor of Management Information System at Higher Institute of [Advanced Academy](#) **2001 to 2005**

Technical Courses and Certifications:

❖ **Microsoft Certifications:**

Microsoft Certified: Azure Administrator Associate Issue: June 2020, Expiration: June 2022.

MCSE: Microsoft Certified Solutions Expert: Cloud Platform and Infrastructure Charter Member.

MCSE: Microsoft Certified Solutions Expert: Server Infrastructure (Windows Server 2012).

MCSA: Microsoft Certified Solutions Associate (Windows Server 2008/2012).

Microsoft transcript URL: <https://mcp.microsoft.com/Anonymous/Transcript/Validate>

MCP ID#3753340, Transcript ID: 748590, Access Code: ahmed128

❖ **VMware Certifications:**

VCA-DCV: VMware Certified Associate - Data Center Virtualization.

VMware *VCA-DCV* certificates status URL: <https://mylearn.vmware.com/portals/certification/?menu=authenticate>

VMware Authentication Code for VCA-DCV: 14824185-91DF-1D148B298B2B

VMware ID: VMW-014872300-00479254

❖ **EXIN Certifications:**

ITIL Foundation Certified: IT Service Management Candidate registration number: 4465281.1068323, [Verification URL](#)

❖ **Other Certifications:**

Honors: Certificate of Recognition on [PCI Compliance](#) by Convergys on July 31, 2015

Training Courses and Self-Study:

❖ **Udemy Online Courses:**

- **Microsoft Certified:** Azure Administrator Associate - Online Course on April 1, 2020 / [Verification URL](#)
- **Microsoft MS-100 Certification M365 Identity and Services** - Online Course on June 7, 2020 / [Verification URL](#)
- **PRINCE2:** Introduction to Project Management with PRINCE2 - Online Course on August 12, 2020 / [Verification URL](#)
- **Microsoft 365 Messaging Administrator Course MS-203** - Online Course on March 3, 2021 / [Verification URL](#)
- **Identity and Access Management (IAM) Certificate** - Online Course on May 19, 2021 / [Verification URL](#)
- **Veeam Backup & Replication Beginner to Advanced** - Online Course on June 3, 2021 / [Verification URL](#)
- **Microsoft SC-900 Security Fundamentals** - Online Course on August 15, 2021 / [Verification URL](#)
- **MS-500 Microsoft 365 Security Administration** – Online Course on September 3, 2021 / [Verification URL](#)

❖ **Training Courses:**

- **PRINCE2 Foundation** on March 12, 2019, at [EGYBYTE](#), [Verification Course Certificate URL](#)

❖ **Self-Study:**

- **MCSA:** Microsoft Certified Solutions Associate (Office 365) *Self-Study*
- **VCP5/6-DCV:** VMware Certified Professional - Data Center Virtualization *Self-Study*

Language Skills:

Arabic: Mother Tongue English: Very Good

Personal Information:

- **Marital Status:** Married and have 2 Daughters
- **Military Status:** Exempted
- **Commute:** Car owner, willing to travel and relocate

Availability: I am able to start Work after **1 months** from Announcement.