

Mahmoud Elshaer

Senior System Administrator

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A competent professional with over 15+ years of experience in Server Management, Desktop solutions development, familiar with cloud environments, Data Center Operations, Leading capability & Familiarity with Solution Architect task(s), Windows System Administration, and Troubleshooting. Proficiency in managing configuration, maintenance, and migrations of large-scale engineering systems and application software & hardware devices.

SKILLS



WORK EXPERIENCE

Senior System Administrator MENA College of Management

06/2020 - Present

www.mcm.ac.ae

Achievements/Tasks

- Administered LAN, WAN, internet, and voice networks.
- Implemented disaster recovery solution using Acronis Cyber Backup, which increases the business continuity by 80%.
- Supervised and managed whole IT infrastructure and data-center relocation with minimal downtime.
- Migrated all HDD of workstations to SSD and hence increased the system performance by 70%.
- Administered DHCP, DNS, Anti-Virus, File Servers, Print Servers and main IT infrastructure servers.
- Provided technical support for faculty, student, staff and guest.
- Administration of college CCTV, Wireless Controller, FortiGate Firewall, NAS.
- Managed the IT Inventory and all IT Procurement activity.
- O365: Full administrator management for the accounts and services running through it, Over 1000 account.
- MS Servers: Co-Managing and maintaining all servers inside of the college (AD, DNS, DHCP, DC, MS SQL, Oracle, HyperV, Teams).

Dubai

System Administrator YSALC

03/2018 - 06/2020

www.ysalc.ae

Achievements/Tasks

- Managed and administrated IP telephony, L2/L3, firewall, APC with 3 APs, CCTV with 2 NVRs and 16 IP cameras, Biometric system for the firm.
- Provided maintenance of all computers in the office making sure of the security and updating services to keep on the terminals.
- Administrated Office 365, Microsoft exchange, POP3, IMAP and google apps email communications.
- **Legal System ERP based on C#:** Single-handedly managed and built a completely new Legal System that runs in the entire office, connecting the whole office with different user types managing different permissions and services. The application is connected with MS-SQL Database and integrated with automated services like compressing PDF and sending e-mails.
- Managing and maintaining four MS SQL DBs with their permissions and backup service using Microsoft and third-party software.

Dubai

WORK EXPERIENCE

System Administrator

Faculty of Arts

04/2006 - 02/2018

www.arts.alexu.edu.eg

Alexandria, Egypt

Achievements/Tasks

- Managed an entire IT team (Network, Developers, Technical Support)
- **MS Servers:** Co-Managing and maintaining all servers inside of the college (**AD, DNS, DHCP, DC, MS SQL, IIS**).
- **Moodle:** Responsible for managing and maintaining the system by supporting both teachers and students of the campus during all phases of the eLearning process.
- **IIS:** Controlled two web-servers, one is published as www.arts.alexu.edu.eg hosting the faculty website and another one as an intranet website.
- **Tandberg Systems:** Installed the video conference kit and run it in several occasions.
- **Cisco ASA 5510:** Managed that firewall (Web Interface).
- **VBrick 6200:** Established Broadcasting system using VBrick 6200 integrated with PowerPoint and its integration with IIS Server.
- **OS Ticketing:** Established the system in various small and medium companies as a part of freelancing work and also the system is a part of the intranet web-server in the faculty.
- **GFI Web Monitor:** Installed and controlled the system for filtering web contents for the wired connections.
- **Kerio Control:** Installed and controlled the system for filtering web contents for the wireless connections.

Senior Developer

Bibliotheca Alexandrina

02/2011 - 02/2018

www.bibalex.org

Alexandria, Egypt

Achievements/Tasks

- **BibAlex Standard Arabic Morphological Analyzer "BASMA":** Worked on a project that contains 100 million Arabic words collected from all the genres and analyzed statistically and semantically in all the language levels.
- **ICA Document Classifier:** The application stands for classifying over 80,000 documents representing the full corpus of Arabic, querying, and editing all documents.
- **Diacratization Evaluator "DIAVATOR":** An application for evaluating the documents coming from the Diacratization as a benchmark.
- **ICA Publisher:** A tool for uploading 140 million records from over 80,000 tables into one table while verifying some language and linguistic features.

LANGUAGES

Arabic

Native or Bilingual Proficiency

English

Full Professional Proficiency

EDUCATION

Computational Studies

Bachelor of Computational Studies, Alexandria University

09/2001 - 06/2005

Alexandria, Egypt

CERTIFICATES

MCSE (09/2008)

Microsoft Certified System Engineer "Attendance"

MCSA (04/2015)

Microsoft Certified System Developer C# (Desktop Specialist)

ITIL V4

Information Technology Infrastructure Library

TECHNICAL SKILLS

Network Tools	Windows Server 2008-2012-2016-2019, MS Exchange, TMG2010, Cisco Switches, AVAYA, VOIP, Elastix VOIP Server, DHCP, DNS, AD, DC, O365, FortiGate	Dev Languages	Visual Studio C#, MS SQL
Antivirus	Sophos, ESET, TrendMicro, Kaspersky	Email	Office365, MS Exchange, Google apps, POP3, IMAP, Outlook
Technologies	CCTV, LAN Management, IIS, Windows Desktop Apps, DevExpress, Android support, IOS support		

SOFT SKILLS



TEACHING EXPERIENCE

GEN 115 Information Technology

MENA College of Management

09/2021 - 12/2021

Dubai, UAE

Tasks/Achievements

- Taught the class of Information Technology

ICDL

Faculty of Arts

01/2010 - 02/2018

Alexandria, Egypt

Tasks/Achievements

- Taught the course of ICDL with experience 840 hours