



# MINA GERGUIS

## CONTACT

**PHONE:**  
+971 50 3214304

**LinkedIn:**  
<https://www.linkedin.com/in/mgerguis/>

**EMAIL:**  
[mwwg@hotmail.com](mailto:mwwg@hotmail.com)  
[mgerguis74@gmail.com](mailto:mgerguis74@gmail.com)

## LANGUAGES SKILLS

- Arabic - Native
- English - Fluent

## CERTIFICATION

**Microsoft Certified Professional**  
– MCP  
**Microsoft Certified System Administrator**  
– MCSA  
**Microsoft Certified System Engineering**  
– MCSE (Messaging)  
**Microsoft Certified Technology Specialist**  
– MCTS  
–Network Infrastructure  
–Active Directory  
–Application Infrastructure  
**Microsoft Certified Solution Associate**  
– MCSA 2012R2  
**ITIL Foundation** certified in IT Service Management  
**Microsoft Certified Azure Fundamentals**  
– AZ900  
**NSE Network Security Associate**  
**PBXact Essentials** – (VoIP)

## COURSES

- Azure Administration – AZ 104
- CCNA 201-301
- Linux (LPIC-1)
- Project Management / Prince II

## SKILLS

- MS Windows Client, Server, Azure
- O365 / Google Workspace
- Linux Desktop, Server
- IT Ticketing & Assets Management – GLPI, Spiceworks, ServiceDesk
- IT Monitoring – Zabbix, Fusion inventory, PRTG
- Network – Cisco, Meraki, Aruba, HP, DLink, Fortigate, SonicWall
- Server / Storage Hardware - HPe, Dell EMC, IBM / Lenovo
- Virtualization -VMware / Hyper-V
- VoIP – Avaya, Yealink, FreePBX

## EDUCATION

**Alexandria University -10/1991 – 07/1996**  
Bachelor of Science in Engineering

## WORK EXPERIENCE

**IT Consultant** – Nicolas & ASP Centers / European University College - UAE  
04/2022-11/2022

- Responsible for Server & Network administration, configuration & support.
- Handling the Servers upgrade (2003 to 2022) & AD migration.
- Handling the new Firewall upgrade (Linux to Fortigate) & new Security.
- Handling the File system upgrade to DFS, with Backup & storage.
- Supervise IT Support personnel & act as senior-level support.

**Senior IT Systems Administrator** – Automech Group – UAE, KSA, India  
08/2016–03/2022

- Responsible for Server & Network administration, configuration & support, handling updates, patches & upgrades.
- Handled the company servers' virtualization & restructure of the main office Servers & Network Racks.
- Designed the IT infrastructure for a new office in Abu Dhabi, supervised the implementation, configured the new Servers & Network devices, set the IPSec tunnel to the Dubai office, keeping Network diagrams for all setups.
- Handling/Supervising the implementation of Biometric, VoIP, CCTV, GPS tracking, Workshop IoT & UPS keeping documentation for all settings.
- Monitoring IT Systems to keep them up & running with given KPI in all sites (Dubai, Abu Dhabi, ... etc.), maintaining IPSec & VPN connections.
- Supervising the IT Support & ERP support team, training new members.
- Acting as L2/L3 IT Support for local & remote users, maintaining ITSM.
- Managing IT resources, IT Assets, IT new requirements & IT Purchases to keep within IT Budget & Interviews for new members.
- Designed the IT solutions for the project sites for working teams.
- Monitoring Network security, setting GPO, malware protection settings, firewall settings/rules, email spam/phishing protection & MFA while keeping minimum access permissions on shared DFS and setting NPS / Radius for network access.
- Handling the O365 (Exchange, SharePoint, OneDrive, Teams) & setup of the Azure requirements, the DR & Backup (local, Tape & cloud) setup.

**Technical / Projects Consultant** - Onix IT Solutions – UAE - 05/2015–08/2016

- Designing the IT solutions for Customers & supervising implementation.
- Acting as L2/L3 support for the support team either locally or remotely.
- Acting as Project manager for customers' new IT implementations, providing reports & updates.

**IT Systems Administrator** - Aromatic Flavors & Fragrances — Egypt, UK, UAE  
07/2002–11/2014

- Started as IT Support & been promoted to manage all IT for all sites, supervising End user support for local & remote users.
- Handled the new servers' setup, configuration & administration, including Oracle 8i DB server, handling updates & Patches.
- Implementing Active Directory, setting DNS, DHCP & GPO.
- New network devices set up in all 4 sites.
- Setting up & later administrating the local MS Exchange server, MS communications/ Lync/ Skype Server, MS SharePoint, MS TMG, MS Terminal Server, and MS ISA later upgrading each to newer versions.
- Worked on integrating new UK office servers & network setup along with the Egyptian side, setting IPSec Tunnel & VoIP connection.
- Worked on implementing server virtualization using VMware ESXi & Hyper-V.
- Designed new HQ office IT Infrastructure, supervised the implementation, and handled the configuration of the new network devices.
- Supervised the VoIP implementation in HQ & worked on connecting it to other sites in Egypt & UK.
- Handling Server data backup.
- Handling IT planning, budgeting & procurement.