

Ahmed Srour, senior IT Engineer

PROFILE

Professional systems and network engineer a champion of best practice who is organized and also has the required level of multi-talent needed to make every customer feel special. A superb communicator who is able to get along with people from all social backgrounds. Ahmed is currently looking for a suitable position with a reputable company where they will be able to build a long term career and future for themselves.

CONTACT



Dubai – UAE



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SKILLS

Computer hardware/software knowledge

VMware vSphere, Hyper-V

LAN/WAN/NOC Administration

Troubleshooting

CCTV installation

Systems installation, Configuration & Upgrading

Technical support

Continuing academic professional development

Microsoft Office

Data entry operator

LANGUAGES

Arabic: Native

English: Very Good

EDUCATION

2014 Thebes Academy Bachelor's Degree
in Computer Science

COURSES

ITIL V4

CompTIA A+

CompTIA N+

MCSA

CCNA R&S

REFERENCES

Available on request.

CAREER

IT instructor - Modern University for Technology and Information

- Introduce students to effective computer skills including typing.
- Attend faculty conferences, in-services and professional growth oriented program in relation to all courses.
- Design and update all instructional materials for IT programs on regular basis.
- Show students how computers, tablets, and phones can help learning.
- Monitor student performance, grades, and discipline.
- Document scores, attendance, and behaviour for administration.
- Comply with all school policies and regulations regarding classroom management and instruction.

IT Support Eng. - NAFFCO

- Installing and configuring computer hardware, software, systems, networks, printers, and scanners
- Monitoring and maintaining computer systems and networks
- Filing monthly reports and Meeting with the IT Manager to discuss company needs.
- Fixed and Installing software and networking systems.
- Troubleshooting network and software issues.
- Troubleshooting: TCP dumps and packet capture analysis
- Managed a critical, business impact 24x7x365 large scale network
- Responsible for user compliance, device usage acceptability and network allowance
- Managed and configured extremely complex networks with external points and multiple network of redundancies

Printer Technician Administrator - Magrabi Agricultural

- work on printers by all of the major manufacturers. Adept at quickly diagnosing and solving problems giving customers printer maintenance advice and responding to emergency calls. Specializes in small to medium sized businesses.

2020 - 2021

2016 - 2020

2014 - 2015