

Khalid A. Ali

Information Technology Administrator

Windows & Linux Server Administrator

Python Developer & Data Analysis



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Objective:

A successful IT professional with extensive analytical and software experience of investigating and diagnosing network problem and also knowledge of IT operating systems, especially Windows, Exchange. Multi-talented with good all-around technical skills and the ability to develop and maintain close working relationships with other support and development teams. Having the personal drive required to deliver a service that exceeds the expectations of colleagues and end users through a positive, well organized and structured work ethic. Looking for a career advancement opportunity for a company that will challenge my problem-solving skills and allows me to develop my knowledge & potential.

Now I'm looking forward to a making a significant contribution to a company that offers a genuine opportunity for progression.

Education:

➤ **An undergraduate for master's degree in Computer Science at Liverpool University in the UK**

➤ **Institute:** Azhar University. **BSC:** Faculty of Media & Information

EXPERIENCE:

IT Manager

Promate Technologies FZE – Middle East & Africa

Dubai, UAE from 08/2020 till 05/2021

➤ **Key Tasks & Responsibilities:**

- Oversees the online closing process.
- Ensure security of data, network access, and backup systems.
- Manage information technology and computer systems.
- Identify problematic areas and implement strategic solutions in time.
- Preserve assets, information security and control structures.
- Plan, organize, control and evaluate IT and electronic data operations.
- Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance.
- Design, develop, implement and coordinate systems, policies, and procedures.
- Act in alignment with user needs and system functionality.
- Audit systems and assess their outcomes.

➤ **General Responsibilities**

- Champion the adoption of Office 365 services as appropriate for our business.
- Manage and monitor Office 365 services and desktop support (Laptops).
- Formulate and create Office 365 SharePoint sites for domain users and external client access
- Administer and support system backup and disaster recovery processes.
- CCTV video sharing program development, implementation, and sustainability. Provide direction by developing, implementing, and maintaining policies, procedures, and standards as they relate to each area of responsibility for the Regional and Statewide CCTV Video Sharing program.
- Seek and partner with reliable vendors and suppliers for the devices in all the departments' requirements.
- Develop an efficient and accurate system for monitoring all open purchase orders.
- Track and report key functional metrics to reduce expenses and improve effectiveness.
- Excellent knowledge of technical management, information analysis, and computer hardware/software systems.
- Expertise in data center management and data security.
- Hands-on experience with computer networks, network administration, and installation.
- Ability to manage IT personnel.

IT Administrator

The Meydan Hotels and Hospitality

Dubai, UAE from 09/2015 till 06/2020

Bab Al-Shams Resort and Hotel

- Configuration and installation of IT solutions and manage daily operations of the IT department.
- Applications support (Opera & Micros, EMC, Delphi, Hotsos, Nevotek, SAP, Adaco)
- Setting up new users and management of security, passwords, and backup.
- Troubleshooting and resolving issues related to Windows Servers & Cisco networking devices.
- Installation and configuration of Cisco Firewalls, Routers & Switches.
- Service provisioning of Video, Voice, Data, IP-TV and VOD services in a VLAN per Service model.
- Extensive hands-on technical knowledge of network systems, protocols, and standards such as Ethernet, LAN, WAN, TCP/IP, and so on.
- Configuration Server administration, Windows Server 2008/2012 R2, Centos, and Kali.
- Installation & Configuration of the AD (Active Directory), AD DC, Group Policy, DHCP, Exchange Server.
- The configuration of Network Printer/Scanner and other IT resources for central access.
- Improves existing programs by reviewing objectives and specifications; evaluating proposed changes; recommending changes; making modifications.
- Managing backups, Creation of database backups and restoration. Taking Virtual machine's backups.

IT Support & Helpdesk

Delta Co. for Advertising and Publicity

Dubai, UAE from 01/2013 till 07/2015

- Install and configure computer hardware operating systems and applications
- Monitor and maintain computer systems and networks
- Talk staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults
- Replace parts as required
- Provide support, including procedural documentation and relevant reports
- Follow diagrams and written instructions to repair a fault or set up a system
- Support the roll-out of new applications
- Set up new users' accounts and profiles and deal with password issues
- Respond within agreed time limits to call-outs
- Work continuously on a task until completion (or referral to third parties, if appropriate)
- Priorities and manage many open cases at one time
- Rapidly establish a good working relationship with customers and other professionals, such as software developers
- Test and evaluate new technology
- Conduct electrical safety checks on computer equipment.

IT Administrator & Helpdesk

MOBIS Genius Auto Parts Co.

Alexandria, Egypt from 06/2007 till 11/2008

Branch of Hyundai and Kia in Egypt

- Work as part of a proactive team of support staff responsible for quality, staff-focused professional service. Providing the technical support for internal staff.
- Installing and configuring computer hardware, operating systems, and applications.
- Providing technical support via helpdesk systems for a wide range of internal & external applications.
- Configuration CISCO Firewalls, Routing & Switching. Experience with routing protocols.
- Supporting a multi-site IT infrastructure of at least 100 employees.
- Install, maintain, and upgrade hardware and software components for all computer systems in a Windows environment.
- Utilize customer-ticketing systems to track and resolve incidents and requests
- Configuration telephone calls, chat, email and internal requests for software and hardware support.
- Configuration the Domain for the Hospital and all Servers operations.

Key Skills:

- **Python & Django Developer :**

- Writing effective, scalable code in Python language.
- Test and Debug the modules.
- Develop back-end components to improve responsiveness and overall performance.
- Modify the existing applications.
- Implement security and data protection solutions.
- Very good knowledge in Front-end HTML, CSS, Bootstrap and JQuery.
- Very good knowledge in Back-end [Python and Database (SQLite & MySQL)]
- Implement the application at user's side.
- Coordinate with internal teams to understand user requirements and provide technical solutions.
- Assess and prioritize feature requests.
- Excellent helpful for user support.
- I had course training (Full Stack Developer) in **Bangalore, India – 2019.**
- Holder Python & Django certified A+ from **Bangalore, India – 2019.**

- **Linux Administration Duties:**

- Install and Configure Linux Systems and develop servers and work with individual users to ensure that the system works reliably and quickly and answer questions related to setup and installation.
- Perform routine system maintenance and resolve server-side issues as they arise.
- Conduct system backups according to company or industry standards.
- Monitor system performance to prevent slowdowns and crashes and examine daily traffic logs and reports or receive direct reports from end users.
- Provide technical support and guidance to users and other administrators and working closely with other developers to answer technical questions or resolve issues with server-side performance.
- Maintain system security by actively identifying faults and vulnerable areas within the system's architecture.

- **Courses in 2020:**

- **Kali-Linux-Revealed-1st-edition 341 pages. Self-Study**
- **Linux Server Management and Security- Greg Williams - University of Colorado System. Coursera**
- **SELinux System Administrator - Sven Vermeulen. Self-Study**
- **SQL Database System Administrator – Udemy.**



Personal Information:

- **Place of Birth:** UAE-Abu Dhabi **Nationality:** Egyptian.
- **Date of Birth:** 31/10/1983. **Marital status:** Single.
- **Driving license:** Valid (Egypt + Emirates)

Languages: English (Fluent), Arabic (Native), Indian (Beginner)

Thanks for your time to review my resume and my references are available upon request.