

Hossam Farrag

IT Field Engineer

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I am a highly detail-oriented professional with over 17 years of experience in the IT industry. Throughout my career, I have consistently demonstrated my expertise in end-user support, IT/IS, and Detail-oriented professional with 15+ years of experience and proven knowledge of end-user support, IT/IS, and server configuration. Aiming to leverage my skills to successfully fill the Technical Support Specialist role at your company.

Work History

IT Field Engineer

Emirates School Establishment (ESE)

- June 2023 - Now

Technical Support:

- Provide first-line support to end-users for hardware, software, and network issues, Troubleshoot and resolve technical problems related to operating systems, applications, and hardware, and assist users with setting up, configuring, and using computer systems and software.

System Maintenance:

- Monitor and maintain IT systems, including servers, networks, and hardware, and perform regular system updates, patches, and backups to ensure security and functionality.

Network and Infrastructure:

- Assist in setting up, configuring, and maintaining network devices, including routers, switches, and firewalls, monitor network performance and address connectivity issues and ensure the integrity and security of data and IT infrastructure.

Documentation and Reporting:

- Document technical issues, solutions, and system changes in a knowledge base or ticketing system, Prepare reports on system performance, incidents, and user feedback.

Customer Service:

- Provide excellent customer service and support, promptly addressing user inquiries and issues and educating users on best practices for technology use and security.

Troubleshooting and Problem Resolution:

- Identify and diagnose hardware and software faults and escalate complex issues to higher-level support or specialists as needed.
- Perform root cause analysis to prevent future issues.

Project Assistance:

- Assist with IT projects, including system upgrades, installations, and migrations, and contribute to planning and implementing IT solutions that enhance organizational efficiency.

Senior Technical Support Engineer

Freelance

- Nov 2018 – June 2023

- Delivered Tier-3 support and SME input to internal and external customers.
- Guided installation and integration of new hardware components and software to remote clients.
- Technical information explained clearly to promote better understanding for non-technical users.
- Installation and configuration of routers and switches in the network
- Hardware maintenance of servers, printers, and workstations, Installing and configuring IP Cameras, and CCTV DVR solutions.
- Perform data backups and disaster recovery operations, Installed and maintained end-user workstations for required desktop service levels.

IT Technical Support Engineer / Senior ERP Consultant

IRON Labs, Alexandria, Egypt

- Dec 2017 – Oct 2018

- Facilitating/participating in meetings with key client stakeholders to develop an understanding of their business.
- Evaluating software of competitors in the marketplace to understand the business environment and competitive landscape of the client.
- Developing a non-technical detailed design of proposed software or websites including functional and user interface designs. These designs are typically represented by written narratives, screen mock-ups, and flowcharts.
- Upon completion of the programming activity, ensure that the final software matches the original design.
- Implementing a suitable workflow for the client's business to run smoothly, Representing efficiently and professionally in both client and team situations.
- Responsible for designing new reports and updating the report library to fulfill the customer needs of Perfecto ERP.

IT Administrator (Migration Project)

Sheraton Montazah Hotel, Alexandria, Egypt

- May 2017 – Aug 2017

- Assisted with the installation and configuration of routers and switches in the network
- Support guest internet, in rooms, lounge, etc., Managing daily backup plan, SOX, and currency exchange rate documentation.
- Identified issues, analyzed information, and provided solutions to problems.

Senior IT Technical Support Engineer

Modern Wan Technology, Alexandria, Egypt

- Jan 2015 – Dec 2015

- Answer user inquiries regarding computer software or hardware operations to resolve problems.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Hire, supervise, and direct workers engaged in special project work, problem-solving, monitoring, and installing data communication equipment and software.
- Used ticketing systems to manage and process support actions and requests.
- Managing our company team to follow up on customers' needs.
- Planning network infrastructure for new companies and rebuilding new infrastructure.
- Migrates Physical Servers to Virtual Servers, increasing uptime, and manageability, and monitoring VM Servers.
- Assisted with the installation and configuration of routers and switches in the network.
- Provide installing and configuring IP Cameras, and CCTV DVR solutions.

IT Technical Support Specialist

Modern Wan Technology, Alexandria, Egypt

- Mar 2011 – Dec 2011

- Answer user inquiries regarding computer software or hardware operations to resolve problems.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Hire, supervise, and direct workers engaged in special project work, problem-solving, monitoring, and installing data communication equipment and software.
- Migrates Physical Servers to Virtual Servers, increasing uptime, and manageability, and monitoring VM Servers.
- Assisted with the installation and configuration of routers and switches in the network.
- Provide installing and configuring IP Cameras, and CCTV DVR solutions.

IT Technical Support Specialist (Project)

Canon Global Industries, Alexandria, Egypt

- Jan 2010 – June 2010

- Build the entire infrastructure for a new factory and perform data backups and disaster recovery operations.
- Installed and maintained end-user workstations for required desktop service levels.
- Assisted with the installation and configuration of routers and switches in the network.
- Monitored systems in operation and quickly troubleshoot errors, Promoted efficiency among departments with prompt resolution of system issues.

IT Technical Support Engineer

Technosoft, Alexandria, Egypt

- Mar 2008 – Dec 2009

- Responsible for reports' design and implementation, Migrating and updating old database customer files to the new versions.
- Supervise all technical support engineers and resolve a diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Assisted with updating technical support, and the best practices for use by the team, and provided documentation on troubleshooting technical processes to support desk staff.

IT Technical Support Engineer

Technosoft, Alexandria, Egypt

- May 2000 – May 2005

- Answer user inquiries regarding computer software or hardware operations to resolve problems.
- Worked directly with clients in the rollout and post-rollout stages to train and support new applications and systems.
- Set up equipment for employee use, ensuring proper installation of cables, operating systems, & appropriate software.
- Install and perform minor repairs to hardware, or peripheral equipment, following design or installation specifications.
- Maintain records of daily data communication transactions, problems remedial actions taken, or installation activities.
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Analyzed, tested, troubleshoot, and repaired company software and documented faults and bugs for referral to development staff for use in updates.
- Served as the primary point of contact for support relating to owned solutions and products, Designed tailored engineering solutions for customers based on key requirements.

Junior Technical Support Engineer

Spider Computer System, Alexandria, Egypt

- May 1999 – May 2000

- Executed troubleshooting and server support in both in-person and remote situations.
- Provided secondary training to personnel struggling with technological tools and systems.
- Identified and corrected system faults to minimize operational system downtime.
- Authored technical guidance explainers and whitepapers on systems for use by senior leadership.
- Provided technical support in both on-site and telephone consultations, Maintained service schedule for software and hardware.

Education

High School Diploma

Major in Computer, Arab Center for Tourism, Hotels, Computer & Secretary, Alexandria, Egypt, 1997

Coursework

- **Microsoft 365 Fundamentals Certification (MS-900)** - In-Progress, Self-Study. **2023**. Personal Effort.
- **A Practical Introduction to Cloud Computing** - CodeRed from EC-Council. **2023** Online Studies. understand exactly how Cloud Computing works in the real world.
- **Introduction to Dark Web, Anonymity, and Cryptocurrency** - CodeRed from EC-Council. **2022**. Online Studies, learn to access the Dark Web and TOR Browser and know about Bitcoin cryptocurrency.
- **CBT Nuggets Microsoft Windows Server 2012 R2 70-410** - Self-Study. **2013**. Personal Effort.
- **Microsoft Certified IT Specialist (MCITP)** - Information technology specialist (ITS). **2011**. Teamwork with a classmate.
- **VMware vSphere 5.5 VCA-DCV VCP5-DCV** - CBT Nuggets - Self-Study. **2011**. Teamwork.
- **CompTIA Network+** - Self-Study. **2010**. Personal Effort.
- **CompTIA A+** - Self-Study. **2006**. Personal Effort.
- **Linux command line essentials** - Self-Study. **2002**. Teamwork.
- **Introduction to Linux** - Self-Study. **2001**. Teamwork.

Skills

Cloud: AWS, Azure, E-Commerce, Information Technology.

Software: Microsoft Office, Computer Applications, Software Development.

Database: SQL Server, ERP, Program Management.

Networking: Firewalls, IT Infrastructure, LAN, WAN, DNS, DHCP, End User, Linux, Microsoft 365, VMware.

References upon request, Valid a UAE Driving License till March 2025, Cancelled Residence Visa, May 25, 2023