

Mohammed Abdelmoniem Hamid Ibrahim

Network & IT Engineer

Contact Information:

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Personal Information:

- **Gender:** Male
- **Nationality:** Sudanese
- **Languages:** Arabic & English

Professional Summary:

Dedicated and results-driven Network Engineer with a Bachelor's degree in Information Technology and over six years of hands-on experience in designing, implementing, and maintaining robust network infrastructures. Proven expertise in configuring and troubleshooting network devices, conducting presales activities, and successfully managing projects. Committed to staying abreast of industry trends and contributing technical solutions to meet organizational goals.

Education:

Bachelor's Degree:

- B.Sc. in Information Technology
- University of Science & Technology, Sudan (2011 - 2015)

Professional Experience:

Cactus Security System

Network Engineer (11 Mar 2024 – Present)

- Installing and configuring network equipment such as routers, switches, firewalls, and CCTV devices such as cameras, DVRs (Digital Video Recorders), NVRs (Network Video Recorders), and associated cabling.
- Planning and designing CCTV systems including camera placement, coverage areas, and overall system architecture to meet security objectives.
- Working on the Emirates-based Schools ESE project.
- Camera IP and integrating them into the Honeywell NVR system.
- Configuring Core Switches and Access Switches.

Gezira Telecom Solution

IT Engineer (1 Sep 2021 – 25 Feb 2024)

- Responding to user-reported issues and diagnosing problems with hardware, software, networks, and infrastructure components. This often involves remote assistance or on-site support.
- Providing technical assistance and guidance to end-users experiencing difficulties with their IT systems. This may include walking users through problem-solving steps, providing instructions, or escalating complex issues to higher-level support teams.

- Logging and documenting incidents reported by users, tracking their progress, and ensuring timely resolution within agreed-upon service level agreements (SLAs).
- Monitoring the performance and availability of IT systems, identifying potential issues proactively, and taking preventive actions to avoid service disruptions.
- Maintaining accurate records of support tickets, troubleshooting procedures, solutions, and system configurations for future reference and knowledge sharing.
- & ITSM ticketing systems.

Vision Valley for Technology and Investment

Network Engineer (1 Sep 2018 – 15 Aug 2021)

- Provided remote assistance and email support, ensuring the integrity of the company's network infrastructure.
- Addressed issues on Windows, Mac, and Linux platforms, including installing new hardware and software upgrades.
- Managed TCP/IP networking, conducted training sessions, and installed/configured hardware components.
- Specialized in FortiGate Firewall, Cisco routing and switching, and proposed network solutions for Wi-Fi coverage, Cisco collaboration, security systems, and data centers.

Technical Support Engineer (01 Feb 2018 – 30 Aug 2018)

- Responded to technical support calls, installed new computers, networks, and software.
- Diagnosed and resolved network problems and hardware/software faults.

Certifications:

- CCNA, MSCA, ITIL V4, Fortigate 1, RHCSA, IP/MPLS, IP V6

Technical Skills:

- Cisco Routing and Switching, FortiGate Firewall, Palo Alto Firewall.
- Antivirus Servers, Altai Access Points, Filtering Traffic using ACL.
- Wi-Fi (802.11 a/b/g, AP, Bridging, WDS), IP cameras, VMware.
- CCTV & NVR configuration (Honeywell, HIKVISION, Dahwa).
- Windows Servers 2012/2016, Cisco Collaboration, TCP/IP troubleshooting.
- Monitoring Systems (PRTG, Nagios, Zabbix).
- Cisco Collaboration (Unified Communication, Webex, Jabber, Video Conference etc...).
- Cisco Collaboration IP phones Endpoint (7800, 7900, 8800, SPA, etc...).
- Dealing with multi-Vendor access Points and Wireless LAN Controllers (Cisco, Altai, etc...).
- WINDOWS servers 2012,2016.
- SysAid Ticketing system
- ITSM Ticketing system

Soft Skills:

- **Communication:** Articulate and clear communication skills, both written and verbal, fostering effective collaboration within cross-functional teams and enabling smooth client interactions.
- **Problem-solving:** Adept at identifying and resolving complex technical issues, contributing to efficient project execution and client satisfaction.
- **Adaptability:** Demonstrated ability to adapt to evolving technologies and industry trends, ensuring the application of cutting-edge solutions in network administration.
- **Leadership:** Proven leadership capabilities in project planning, resource management, and team coordination, contributing to successful project delivery.
- **Teamwork:** Collaborative team player with a strong focus on fostering a positive and productive work environment, encouraging open communication and knowledge sharing.