

Osama Ezzat Abdel Fattah Ahmed

Operation Manager

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SUMMARY OF QUALIFICATIONS:

- 14+ years of work experience in the IT field associated with business-related tasks.
- 10 years of experience in e-payment services, payroll processing, ACH processing cycles, and card payment industry (card payments).
- Proficient in Microsoft technologies related to system administration role "Windows infrastructure servers, Active Directory and MS SQL databases.

COMPUTER SKILLS:

- **Hardware:** HP Proliant platforms DL380 G5, G6 & G7; HP SAN hardware, PC hardware, Direct Attached Storage.
- **Software:** Microsoft Office Suite, Kaspersky Antivirus, Watch-Directory monitoring tool, Altova Xmlspy.
- **Operating Systems:** Windows Server 2008/2012/2016 and Linux.
- **Database Platform:** Microsoft SQL 2008, 2016.
- **Mail system & security:** Microsoft Exchange 2010, 2013 & TMG server 2010.
- **Networking:** Ethernet networks, TCP/IP, DHCP, DNS, WINS, ARP, FTP, Telnet, DSL/Cable, hubs, routers (Cisco IOS), cabling, SMTP, POP3, NAT, VPN, VLAN, RIP, Ethernet 802.11, LAN/WAN.

CERTIFICATIONS:

- MCITP 2008 Enterprise administrator
- MCSA (2000 & 2003 & 2008)
- MCSA (2000 & 2003) Messaging
- CIW 410 (Networking fundamentals)
- CIW 470 (Network Security)
- IELTS overall score 6.5

PROFESSIONAL EXPERIENCE

MLG (Multi Level Group) UAE, Egypt

Apr2021 to Jan2022

Position: Operation Manager

- Manage operations team to process daily, weekly, and monthly customers' settlements.
- Reconcile card payment transactions with various parties (Banks, customers' transactions reports, card scheme payment gates Visa/Mastercard and local production reports)
- Operate Ecom/POS payment gateways MPGS/Cybersource and process the void and refund as required.
- Reconcile Bank accounts and virtual accounts to track and validate payment transactions.
- Perform online banking transfers within the same bank or to other banks.
- Deal with various acquirers for card payment such as Banks and "Network International" company in UAE and maintain the partnership with them.
- Participate with compliance, IT, and project management teams on PCI DSS certification renewal and internal audit processes.
- Control the cash transaction flow and the replenishment process and monitor the cash flow of the company's teller machines.
- Prepare a self-assessment questionnaire for card schemes such as the PFE audit program by MasterCard.
- Support multiple teams regarding the card, online, and cash transactions and customer inquiries.
- Control the own system and configure the required settings regarding the settlement and accounting process flow.

GiroNil & Inclusion Group Europe (Automated Billing Company in Egypt) Aug2014 to April 2021.
Position: Operation Manager

- Lead, develop, and guide system administration team and operational team to process the daily tasks and to achieve the operation center goals.
- Handling and managing daily operation processes for owned Interclar software that connected to the ACH system with all parties banks.
- Planning for upgrading and testing new releases of the owned electronic payment system "Interclar" and taking decisions of upgrading new releases to the production environment and organizing the workflow.
- Communicate with the development team to troubleshoot production and test systems issues and discuss the business needs with the required technical details.
- Manage the relations with the Project Managers who participated in operational business projects.
- Manage customers' relation, inquiries, and requirements to reach their stratification of operation services and open new opportunities for new business.
- Maintain the current working IT infrastructure.
- Provide Technical Support to the Processing Center team on-site and remotely.
- Ensure the availability of infrastructure and network, searching for new possibilities.
- Managing and configuring the working server (HP ML servers and HP Net Servers) and providing both hardware and software troubleshooting.
- Develop and plan the full secure infrastructure by using the latest antivirus software, patching servers, and firewall design.
- Implement and maintain SQL Server 2008 on the Production Server.
- Developing SQL Scripts for Maintaining Administration Tasks.
- Data Migration Using DTS Packages.
- Developed Database Backup Scripts and Automate backup Process.
- Investigated potential defects and discussed them with the development team.

GiroNil & Inclusion Group Europe (Automated Billing Company in Egypt)
Aug2009 till Jan 2014

3rd Position: Operations Team Leader

2nd Position: Senior System Administrator

1st Position: System Administrator

Position: Senior System Administrator

CAPMAS "Central Agency for Public Mobilization and Statistics", Mar2009 –Aug2009

Position: System Administrator.

Responsibilities:

- Managing the current working Active Directory structure and policies, based on MS Windows 2003 Server with one forest and one site.
- Managing all infrastructure servers (DNS, WINS, and DHCP)
- Managing both file and print servers.
- Building and managing Internet Security and Acceleration Server (ISA) 2006.
- Managing and configuring the working server (HP ML servers and HP Net Servers) and providing both hardware and software troubleshooting.
- Managing and configuring working SAN storage.
- Installing and configuring working printers and plotters and providing both hardware and software troubleshooting.
- Troubleshooting and supporting daily both hardware and ArcGIS software problems for end-users in the current working network environment.
- Troubleshooting network problems including Cisco and 3COM switches.
- Providing both hardware and software security for working devices (Servers, workstations, and PCs).

Company: Business Applications Co. in KSA, Jun 2005 – October 2008

Position: System administrator & ERP system Technical support.

Responsibilities:

- Support and implement ERP systems (accounting, inventory, and payroll).
- Manage the customers' requirements for the new customers and advice for the best solution for ERP issues to achieve their needs within the desired packaged and budget.
- Follow up with current customers to enhance their workflow and to check the integrity of their data.
- Managing, configuring, and Managing SQL database (2000 & 2005)
- Implementing SQL database backup solutions.
- Installing & implementing Active Directory and infrastructure service.
- Implementing and configuring Datacenter servers (HP, DELL and INTEL)
- Implementing and configuring VPN connection Solution.
- Providing LAN & WAN design solutions.
- Troubleshooting hardware and software problems.
- Providing both hardware and software security for working devices (Servers, workstations, and PCs).

Company: Egypt ISP Company from March 2004 – May 2005.

Position: Network Technical Support Engineer

Company: MasrNet ISP from August 2002 - May 2003

Position: Network Technical Support

EDUCATION:

- 1998-2002 B.A. Faculty of Commerce, accounting department, Mansoura University.
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TRAINING:

- MCIT scholarship in network security and site management, and the training concentrated on managing both Microsoft and Linux environments and providing high-level security for them using different software built on various security techniques (Firewalls, IDS) (July 2003 – January 2004).
 - MS SQL administration for SQL 2000 ~ 2016 technical support
 - ERP Systems Management and implementation.
 - Basic business skills such as Customer service, and providing offers and presentation, accounting, business requirements analysis.
 - CCNA training course.
 - Microsoft Exchange 2010 server, TMG 2010 server at ValueSYS training center.
 - PMP project management preparation course May 2017 at AUC "The American University in Cairo".
 - ITIL foundation v4 self-study and exam preparation.
 - General English courses at the British Council "pre-advanced level."
 - IELTS exam preparation course.
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PERSONAL INFO:

Date of birth: March 6th, 1982

Military status: Exempted