

Ahmed M. Gamal Ameen, MBA, DBA



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Profile

Result-driven Networks and technical support executive with almost 20 years of progressive experience in Networking, Infrastructure and Technical Support with strong administrative and technical capabilities, as well as, a proven track record of success in project management and associated fields including, networks, system administration, and operating systems. A reliable, trustworthy, self-motivated, and dedicated career oriented individual & practiced manager in addition to developer of people.

CORE COMPETENCIES

- Strong capabilities in coaching, teaching, academic lecturing and field training.
 - Teaching Information and communications technology in Freight Forwarding - FIATA Diploma, all courses related to E-Commerce, E-Logistics, E-Supply Chain & Logistics information systems Applications.
 - Provides technical direction for the development, design, and systems integration for client engagement from definition phase through implementation.
 - Applies significant knowledge of industry trends and developments to improve service to our clients.
 - Easily recognizes system deficiencies and implements effective solutions.
 - Owns the development lifecycle and is responsible for managing technical risks throughout the project.
 - Understands complex database concepts and effectively employs different database design techniques.
 - Possesses demonstrated work experience with more than one relational database management system.
 - Possesses significant knowledge of client/server and internet systems architectures
 - Challenges others to develop as leaders while serving as a role model
 - Manages the development of team by ensuring that project tasks are in line with each Innovator's career interests when possible
 - Identifies opportunities for improvement and makes constructive suggestions for change
 - Manages the process of innovative change effectively
 - Remains on the forefront of emerging industry practices
 - Draft and sign off IT Technical Contracts.
 - Ability to meet deadlines.
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VALUE PROPOSITION

- Technical infrastructure design for special operations room of the **Egyptian Parliament and Shura Council from 2006:2010.**
 - Technical infrastructure design for the **Presidential Election Operations Room 2005;**
 - Design infrastructure for the General Secretariat of the **National Democratic Party.**
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Career History

Position: Corporate Senior Manager –Technical Support & Infrastructure.
From: April, 2000 to: Present
Employer: Ezz Steel

Ezz Steel is the Middle East's leading producer of high quality long and flat steel for use in a wide range of end applications. Dependable products, made to customer and international specifications, combined with unrivalled customer service has created a strong reputation in the region and an ever-growing status in markets around the world.

I am reporting to IT Director and supervising a team of 15 Engineer (serving approximately 1800 users).

Work scope:

I am responsible for managing and providing hardware and software maintenance, network engineering, training & consultation, and recommendations about future planning and development of resources. Providing these services in an effective and efficient manner will ensure maximum access to and implementation of technology services and resources.

Main Responsibilities:

1. Plan, organize, direct, control and evaluate the operations of information systems and electronic data processing (EDP).
2. Develop and implement policies and procedures for electronic data processing and computer systems operations and development.
3. Operate and administer computer and telecommunications software, networks and information systems.
4. Plan LAN&WAN Infrastructure Topology Covering Diverse Sites.
5. Supervising Network Cabling - Fiber Optic & UTP – installation.
6. Monitor Network Traffic & Utilization Problems.
7. Design and Manage Storage Contents Backup & Recovery Operations.
8. Provide orientation to new users of existing technology.
9. Recruit and interview new candidates. Train staff about potential uses of existing technology.
10. Provide recommendations about accessing information and support.
11. Provide End Users Support Covering Software & Hardware Problems.
12. Maintain current and accurate inventory of technology hardware, software and resources.
13. Make recommendations about purchase of technology resources.
14. Advise staff of security breach and/or change in password or security status.

Position: Network Engineer
From: June, 1994 to: April, 2000
Employer: Computer Development Consultant Company

Main Responsibilities:

1. Configures, tests, and maintains LAN/WAN equipment and related services.
 2. Identifies, diagnoses, and resolves network problems.
 3. Create and maintain comprehensive documentation for all implemented networks.
 4. Maintain and support company's LAN/WAN environment.
 5. Windows operating system, business applications, anti-virus protection, email, and authentication administration.
 6. Daily maintenance and problem resolution, operating system patches and software upgrades, and routine hardware configuration.
 7. Participate in 24x7 on-call rotation.
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Application and Software Skills (Courses).

- **Windows 2000 Network & Operating System Essentials Windows 2000,2003 Server:**
 - Implementing MS Windows 2000 Professional,MS Windows XP & Windows Server 2000.
 - Windows 2000 Concepts and Implementations .
 - Network Essential .
 - Implementing MS Windows 2000 Infrastructure and Active Directory
 - Implementing and Administering Ms Exchange 2000
 - Designing MS Windows 2000 Directory Services
 - Implementing and Administering a MS Internet Security and Acceleration (ISA) Server 2000, Enterprise Edition.
 - TCP/IP
 - Network Security Design .
 - A+
 - Information Technology Infrastructure Library (ITIL).
 - Objectives Setting in Performance Managemnt.
- **Expert knowledge of installing, troubleshooting, and working on the following softwares and applications:**
 - Network Operating systems: Windows NT 4.0, Windows 2000, Windows XP Professional and Windows 2003.
 - Desktop Operating systems: DOS, Win 3.11,95, 98, ME.
 - BackOffice Servers: Exchange 2000 &2003, ISA 2000 & 2004
 - Microsoft Office 2000/XP/2003/2007/2010
 - Backup Utilities: VERITAS v.10
 - Antivirus Solution: Symantec Antivirus&Anti Spam

Technical Skills

- Pc Hardware & Software Maintenance
- Designing & Planning Windows Server (Network Services).
- Planning & Implement TCP/IP Network.
- Implementing Security through "Certificate Server & IP Sec Technology.
- Supporting RAID Systems.

- Remote Access & Routing Capabilities in Windows 2003.
 - Implementing Remote Installation Service.
 - Administrating & Implementing Windows 2003 Server Environment.
 - Creating Forests, Domains, Sites and O.U.
 - Configuring Group Policies to Increase the Network Security.
 - Maintaining the Active Directory database.
 - Controlling the Operation Master Roles of the Domain Controllers in Case of Moving or Migrating Domains.
 - Installing, configuring, and administering Microsoft Exchange 2003.
 - Creating and managing stores and storage group in Microsoft exchange 2003.
 - Creating public folder in Microsoft Exchange 2003.
 - Creating and manage SMTP, and routing group connectors in Microsoft Exchange 2003.
 - Implementing, creating and administering Internet Security and Acceleration 2000 & 2004.
 - Symantec Antivirus Corporate (Ver.8 – Ver.14)
 - Help Desk Support.
 - Knowledge about network topologies and technologies.
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Education

- **DBA** - Ain Shams University, – Major: The impact of Information Technology to Improve the Efficiency of the Supply Chain.
 - Academic Master in Business Administration, Helwan University
 - **MBA** – Arab Academy of Science, Technology, and Maritime Transport, 2010 – Major: Business Administration - Grade: Excellent.
 - **MCP** Microsoft Certified Professional 2001.
 - **MCSE** Microsoft Certified System Engineer 2001.
 - B.Sc. in Computer Science.
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Personal Data

Marital Status: Married (With 2 Children).
 Nationality: Egypt.
 Date of Birth: 4 January 1975.
 Military Status: Exempted.

References

Available upon request.

