AHMED EZZAT ABDEL GAYED

Second District, 6Th October City, Giza, Egypt ● Mobile: (+2)01067464464 ● E-mail: ezzat20@yahoo.com

HIGHLIGHTS OF QUALIFICATIONS

Mediation & conflict resolution skills.
High concern for accuracy, detail, and punctuality.
Able to set and achieve goals and work well under pressure.
Proven capability and potential of working with minimal guidance.
Ability to think/act logically, cooperate with associates, influence and motivate others.

EMPLOYMENT HISTORY & WORK EXPERIENCE

Business Development Technology Lead, _BMB_, Cairo, (www.bmbgroup.com) *Apr 2019 – Present*

- Leads business development activities including client relationship development, program-specific positioning activities, BoQ, BoM, teaming arrangements, proposal preparation, presentations, and contract negotiations consistent with established business development processes.
- Builds and maintains a growth pipeline, interacting with new and current clients, gathering referrals, and forming strong relationships that results in business growth.
- Serves as one of the firm's prime contacts with clients and prospects.
- Actively generates prospect referrals from referral network.
- Translates and communicates business needs in clear technical terms to the technical resources and the technical details.
- Builds and maintains trusted relationships with diverse group of clients, team members, managers, and subject matter experts.
- Working with vendors, Disti to deliver proper solutions fit the customers business needs.
- Assists in the preparation of proposals and continues to develop network for future practice development opportunities.
- Provides leadership and facilitates collaboration amongst team members and clients.
- Identifies opportunities and recommends methods & solutions.
- Mentors and develops team members, including aiding in areas of team growth and recruitment as needed.
- Performs supervisory responsibilities for staff and intern positions and provides prompt feedback to
- Business Development Manager regarding staff performance.
- Responsible for Storage, Backup, Virtualization, PAM, User Digital Experience, NPM, APM, WAN Optimization & ITSM technologies.
- Managing vendors such as (VMware, Citrix, NetApp, PureStorage, Nutanix, Riverbed, Dell EMC, Cisco AppDynamics, Microsoft, Veeam, Veritas, BeyondTrust, One Identity, Nexthink & SolarWinds).

IT Manager & Systems Team Lead, _BMB_, Cairo, (www.bmbgroup.com) *Oct 2018 – Mar 2019*

- Implement technology, directing the work of systems and business analysts, developers, support specialists and other computer-related workers.
- Manages and coordinates all IT-related matters including data, wireless communications, mobile technology, telephony, security, and computer hardware and software.
- Evaluate user needs and system functionality, ensuring that IT facilities meet these needs.
- Plan, develop and implement the IT budget and obtain competitive prices from suppliers to ensure cost effectiveness.
- Monitors network utilization and performance, implements procedures for network optimization,

reliability, and availability.
- Identify problematic areas and implement strategic solutions in time.
- Build long term relationships with outside vendors for IT related products and services.
- Guarantee the smooth running of all IT systems, including anti-virus software, print services and email provision.
- Keep up to date with the latest technologies.
- Contribute to organizational policy regarding quality standards and strategic planning.
- Mentor, train and lead the IT staff.
- Leading systems team for implementing technologies such as (Systems Infrastructure, Backup
- Solutions, MDM, Virtualization, Storage & Management Solutions) and insure it met the business requirements.
- Assist in translating business requirements into technical Solutions.
- Acting as a point of contact for project teams throughout deployments.
- Developing project plans and tracking progress against agreed deadlines.
- Carry out on-site testing when required and write any required plans and support documentation.
- Maintaining team morale, motivation and ensuring a good work ethic.
- Participate in interviews and selection of team members.
- Provide guidance and objectives for the team and monitor these objectives.

Systems Consultant, _BMB_, Cairo, (www.bmbgroup.com) *January 2014 – September 2018*

- Design & Implement Data Center Technological Infrastructure.
- Design & Implement Microsoft Windows Server infrastructure.
- Design & Implement Microsoft Exchange Server Infrastructure.
- Design & Implement Microsoft SQL Server infrastructure.
- Design & Implement VMWare vSphere (ESXi & vCenter).
- Design & Implement VMWare VDI Solutions (Horizon View & Horizon Workspace).
- Design & Implement VMWare Cloud Solutions (vCloud Director & vRealize Automation).
- Design & Implement VMWare MDM Solution (AirWatch).
- Design & Implement Veeam Backup and Replication and Veeam One.
- Design & Implement Cisco HyperFlex.
- Cisco UCS (B-Series & C-Series) implementation.
- EMC Storage (VNX, VNXe & Data Domain) implementation.
- Periodically reviews the technology and provides recommendations for system improvements.

Systems Admin Manager, _BMB_, Cairo, (www.bmbgroup.com) *October 2011– January 2014*

- Responsible for handling all IT operations for Egypt & KSA branches.
- Responsible for coordination with headquarter and other branches (Lebanon, Algeria & KSA)
- Responsible for planning for upgrade the company infrastructure to new technologies.
- Responsible for implementing IT policies (Internet, Antivirus and PC policy).
- Communicate with other departments to ensure the high-quality process.
- Managing the budget & planning the utilization of resources.
- Playing an active role in planning the technical direction of the IT infrastructure.
- Transfer the knowledge to team and the end-users.
- Ensuring satisfactory levels of up time on the network.
- Managing and administrating Active Directory, DHCP, DNS, NPS, WSUS and GPO.
- Managing and administrating Microsoft Exchange Server 2010, 2013.
- Administering Microsoft CRM and company portal (Microsoft SharePoint 2010).
- Perform daily, weekly and monthly backup for (File Server, Exchange & SQL Database).
- Managing VMware vSphere (vCenter & ESXi).
- Managing NAS Storage.
- Managing Web Filter (Websense 7 - Web Security) & UTM (FortiGate)

- Developing internal reporting system and client survey (ASP.NET, SQL and Crystal Report).
- Managing and Administrating Cisco devices (Routers, Switches, Access Points and Firewall [ASA]).
- Managing and administrating Cisco Call Manager 8 and installing IP Telephone.

Senior System Administrator, _BMB_, Cairo, (www.bmbgroup.com) *November 08 – October 2011*

- Responsible for handling all IT operations for Egypt branch.
- Responsible for coordination with headquarter and other branches (Lebanon, Algeria, Libya & KSA).
- Responsible for implementing IT policies (Internet, Antivirus and PC policy).
- Ensuring satisfactory levels of up time on the network.
- Managing and administrating Active Directory, DHCP, DNS, NPS, WSUS and GPO.
- Managing and administrating Mail Server (Microsoft Exchange Server 2003).
- Administering Microsoft CRM and company portal (Microsoft SharePoint 2010).
- Perform daily, weekly and monthly backup for (File Server, Exchange Database & SQL Database).
- Managing NAS Storage.
- Managing Web Filter (Websense 6 - Web Security).
- Developing internal reporting system and client survey (ASP.NET, SQL and Crystal Report).
- Managing and Administrating Cisco devices (Routers, Switches, Access Points and Firewall [ASA]).
- Managing and administrating Cisco Call Manager 6 and installing IP Telephone.

System Administrator, _Microtech_, Cairo, (www.microtech-eg.com) *September 07 – November 08*

- Responsible for managing and maintaining infrastructure (Switches, Servers. & UPS).
- Managing & administrating Mail Server (MS Exchange Server 2003).
- Managing & administrating Firewall Server (MS ISA Server 2004).
- Administrating Database Server (MS SQL Server 2000).
- Managing & administrating Active Directory, DHCP, DNS, GPO and WSUS.
- Perform daily and monthly backup for (File Server, Exchange Database & SQL Database).
- Installing & Configuring Microtech Application (Al-Motammem & Infinity).
- Installing & Configuring Citrix MetaFrame & Publishing Application (Al-Motammem & Infinity).

Web Developer, _ITC_ Helwan University, Cairo, Egypt. *April 06– August 07*

- Developing Web Application using VS.NET 2003 & 2005 – Language C#.
- Creating SQL Server 2000 Database.
- Publishing and Managing IIS web sites.
- Managing and administrating windows 2003 Active Directory.

IT Specialist, Kazrouni, 6th of October, Egypt. *(Part time with MCIT Scholarship)* *Nov. 05 – Oct. 06*

- Managing and Administrating Windows 2003 server.
- Managing and Maintaining Active Directory Server.
- Managing DHCP, DNS & VPN Server.
- Managing ISA Server 2004.
- Maintaining & Installing Hardware & Software.
- Working with alpha Application (Oracle).
- Managing & Maintaining Company Web site.

SKILLS

Language Skills:

Excellent command of spoken and written English and Arabic.

Computer Skills:

Microsoft Office (Word – Excel – PowerPoint – Access - Visio)
Managing and Supporting MS Windows 95, 98, ME, 2000, XP, Vista, 7, 8 & Windows 10.
Installing, Configuring & Managing Windows Server 2000, 2003, 2008, 2012 & 2016.
Configure and Troubleshoot Active Directory, DHCP, DNS, WINS, Routing & VPN.
Implementing Security using GPO.
Installing, Configuring & Managing ISA Server 2004, 2006 & TMG.
Installing, Configuring & Administrating Exchange Server 2000, 2003, 2007, 2010, 2013 & 2016.
LAN/WAN Networks (Designing, Cabling, Installing).
Managing routers, switches and hubs.
Install and configure IBM Domino server 8 and Lotus notes.
Install and configure Citrix Presentation Server & Publish Applications.
Working with Antivirus Server and Client (Symantec, Kaspersky, McAfee and Trend Micro)
Microsoft System Center (SCCM, SCOM and SCDPM).
Managing Firewall (ASA & Palo Alto).
Spam & Web filtering using GFI MailEssentials, GFI Webmonitor, Websense & FortiGate.
Developing Windows Application with C#.NET 2003, 2005 & 2010.
Developing Web Application with ASP.NET & ASP.NET 2.0 Programming with ADO.NET
Programming SQL Server 2000, 2005 & 2008. XML Web Service.
Design reporting using Crystal Report. HTML, XML and FrontPage.
Administrating Microsoft SharePoint 2007 & 2010.
Install and Configure (Hyper-V, WDS, RODC, NPS & others).
Install and Configure all VMware portfolio (ESXi, vCenter, vCloud, Horizon View, vRealize & etc).

Certificates:

MCSD – Microsoft Certified Solution Developer
MCSE – Microsoft Certified System Engineer
CCNA – Cisco Certified Network Associate
VCP-DCV –VMware Certified Professional - Data Center Virtualization
ISMv3 – Information Storage and Management Version 3.0
EMC Data Domain – EMC Data Domain System Administration
NASP - NetApp Accredited Sales Professional (NASP)
NATSP 100 - NetApp Accredited Technical Sales Professional 100
NATSP 200 - NetApp Accredited Technical Sales Professional 200
NCSR - Nutanix Certified Sales Representative 2022

EDUCATION

Doctor of Business Administration (DBA), Cairo University.   *Present.*
Master of Business Administration (MBA), Cairo University.   *2018.*
Diploma of Higher Studies in Computer Science, ISSR, Cairo University.   *2010.*
Software Development Scholarship, MCIT.   *2005.*

Bachelor's Degree in Business, Cairo University.   *2004.*

TRAINING

EMC Data Domain, EMC Premises, Dubai   *2017.*
VMware AirWatch, Mobile Device Management, Germany.   *2015.*
VMware Certified Professional, Global Knowledge.   *2009.*
Train The Trainer, Logic Consultants.   *2008.*
Cisco Certified Network Association, Cairo University.   *2007.*
Microsoft Certified System Engineer, New Horizons.   *2007.*
General & Business English, AMIDEAST.   *2005.*

PERSONAL DATA

Date of Birth   : August 16, 1980
Place of Birth   : Cairo
Nationality   : Egyptian
Marital Status   : Married
Military Status   : Exempted

REFERENCES AVAILABLE UPON REQUEST