Mohamed Ahmed Elshaarawi

IT Specialist Engineer | system Administrator | Devopes

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PROFESSIONAL SUMMARY

IT Help Desk & Service Desk Engineer with hands-on experience providing first-level technical support, incident management, and IT service delivery aligned with SLA/OLA standards. Currently employed at Unlimited Technology as an IT Help Desk Engineer since January 2026. Strong background in network infrastructure, cybersecurity, and DevOps. Bilingual in Arabic and English with excellent communication skills and a customer-focused mindset.

PROFESSIONAL EXPERIENCE

IT & System Admin Engineer | *Unlimited Technology* Jan 2026 – Present

- Serve as the first point of contact for IT support requests via phone, email, and chat.
- Log, track, and manage incidents and service requests using ITSM tools, ensuring timely resolution within SLA/OLA targets.
- Troubleshoot hardware, software, and network issues for end users across the organization.
- Escalate complex technical cases to Level 2 and Level 3 support teams with full documentation.
- Maintain the knowledge base and technical documentation for recurring incidents.
- Handle multiple concurrent requests in a fast-paced, shift-based environment.
- Monitor systems and report performance metrics via dashboards and reporting tools.

DevOps Engineer – Intern | *Digital Egypt Youth – CIT Career Launch / NTI* 6 Months

- Implemented and deployed a secure CI/CD pipeline using Jenkins/GitLab with integrated SAST/DAST vulnerability scanning (DevSecOps).
- Developed highly available infrastructure on AWS (VPC, EC2, S3) using Terraform (IaC).
- Orchestrated and scaled containerized applications using Docker and Kubernetes/OpenShift.

Network Security Engineer – Intern | *Systel Telecom (Motorola) – Smart Village, Egypt* Jul – Aug 2023

- Configured, secured, and segmented multi-subnet network environments following security best practices.
- Performed vulnerability assessments and ethical hacking simulations to identify network and application security weaknesses.
- Applied encryption and hashing techniques to ensure data protection and integrity.
- Applied network scanning, penetration testing fundamentals, and web application security testing.
- Hands-on experience with Cisco and Juniper devices and network simulation using Cisco Packet Tracer.

Communication Engineer – Intern | *Cairo Metro – ECM, Egypt* Jul – Aug 2021

- Integrated communication systems within Cairo Metro infrastructure and optimized signal transmission.
- Managed emergency communication systems operations.

TECHNICAL SKILLS

- Service Desk & Support: Incident Management, ITSM Tools, SLA/OLA Compliance, Escalation Management, IT Troubleshooting
- Networking: TCP/IP, OSI Model, LAN/WAN, VLAN, STP, OSPF, BGP, Inter-VLAN Routing, Static Routing
- Network Security: Firewalls (Palo Alto), ACLs, NAT, VPN (Site-to-Site & Remote Access), Traffic Filtering
- Cloud & DevOps: AWS (VPC, EC2, S3), Terraform, Docker, Kubernetes, OpenShift, Jenkins, GitLab CI/CD
- Operating Systems: Red Hat Enterprise Linux (RHEL), Windows OS administration
- Tools & Monitoring: Cisco Packet Tracer, Network Monitoring, Dashboards & Reporting, Technical Report Writing, IT Documentation
- Cybersecurity: Vulnerability Assessment, Penetration Testing, Encryption, HCIA-Security

- Reporting & Documentation: Technical Report Writing, Incident Reports, Network Documentation, Knowledge Base Management, IT Infrastructure Reports
- IT Service Management: Escalation Management, SLA/OLA Compliance, Shift-Based Operations, Multi-Priority Request Handling, IT Infrastructure Support

EDUCATION

B.Sc. Communication and Electronics Engineering | *Zagazig Higher Institute of Engineering and Technology* 2024

CERTIFICATIONS & TRAINING

- AWS Academy Cloud Foundations – Scalable & Secure Cloud Architectures | Nov 2025
- Huawei HCCDA – Tech Essentials (Compute, Storage, Networking, Cloud-Native) | Nov 2025
- HCIA-Security Training – NTI/Huawei Egyptian Talents Academy (Firewalls, Encryption, Risk Mgmt) | Feb–Mar 2025
- Red Hat Enterprise Linux Administration – Orange Digital Center Egypt | Nov–Dec 2024
- CCNA V7 Training – CIG (Routing, Switching, VLANs, Network Security) | Feb–Mar 2020

KEY PROJECTS

Data Center Setup & Network Restructuring | *MBG Development– Egypt*Unlimited Technology

- Planned and implemented a full data center setup for two companies in Egypt (MBG Development and Home Gate), including server room design, structured cabling, and hardware installation.
- Redesigned and restructured the internal internet and intranet communication network across company branches, improving connectivity, performance, and network segmentation.
- Configured inter-branch connectivity between two company sites in Egypt, ensuring stable and secure internal communication channels.
- Produced a comprehensive technical report documenting the entire infrastructure design, network topology, implementation steps, and post-deployment assessment.

Data Center Setup & Network Restructuring | *Home Gate – Egypt*Unlimited Technology

- Planned and implemented a full data center setup for two companies in Egypt (MBG Development and Home Gate), including server room design, structured cabling, and hardware installation.
- Redesigned and restructured the internal internet and intranet communication network across company branches, improving connectivity, performance, and network segmentation.
- Configured inter-branch connectivity between two company sites in Egypt, ensuring stable and secure internal communication channels.
- Produced a comprehensive technical report documenting the entire infrastructure design, network topology, implementation steps, and post-deployment assessment.

Remote Patient Health Monitoring System | *Grade: A+*

- IoT-based system using ESP32 to monitor vitals (temperature, blood pressure, heart rate) via MQTT to cloud with real-time mobile alerts.

HAProxy Ingress Controller on Kubernetes |

- Deployed HAProxy Ingress Controller with full RBAC, backend services, and NodePort exposure on Kubernetes cluster.

Cloud-Native Web Application (DevOps) |

- End-to-end CI/CD pipeline, AWS IaC infrastructure, and containerized application orchestration with high availability.

LANGUAGES

- Arabic: Native
- English: Fluent