

# Mahmoud Mohsen Sobhey

## IT Consultant & Trainer

### Experience

**From Jan 2018 till Oct. 2021**

**IT MANAGER • Media Direction OMD • Cairo**

- Managing Team Size of +100 users in tow office branches
- Managing Service Desk Management.
- Keeping track of critical or major incidents with users
- implement IT Projects with global team
- Handling Weekly Ops Review meeting
- Ensure implementation of processes for all services covered in the SOW,
- Ensuring all IT transactions and process must be in line with office Standards.
- Complete IT Administrator job responsibility

**From May 2012 till Jan 2018**

**IT Administrator • Media Direction OMD • Cairo**

- Responsible for providing daily Hardware & Software support to variety of desktop computers & laptops
- Managing Windows Server and AD creation & managing of users account, taking backups of server data through
- Taking Care of WSUS server.
- Maintaining environment server and updates all clients & servers daily.
- Installing & configuring Airtel laptop devices for all Critical Users.
- Installing & Configuration of CISCO VOIPS devices.
- Installing, Configuring & Troubleshooting of Mail clients
- Handling connectivity of all project sites.



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**From March 2008 till May 2012**

**IT Engineer • Media Direction OMD • Cairo**

- Installing and configuring computer hardware, software, systems, networks, printers, and scanners
- Responding in a timely manner to service issues and requests
- Setting up accounts for new users
- Repairing and replacing equipment as necessary

**From September 2007 till March 2008**

**Freelancer • Hardware & Software Maintenance Service Provider**

**From May 2007 till August 2008**

**IT Engineer • Mega Textile Factory • Sadat city**

- Supporting Users and Troubleshooting Desktop Applications on a Microsoft Operating System
- Responsible of network working from installation and choose equipment
- Responsible of telephone system installation and time attendance system

**From Jan 2005 till Feb 2007**

**Head of Maintenance Department • Teeba Information System • Cairo**

- Responsible of business cycle (purchase, sales orders, assemble, systems, support, and building networks
- Record all financial entries, deal with external auditors & with Governmental agencies, etc.

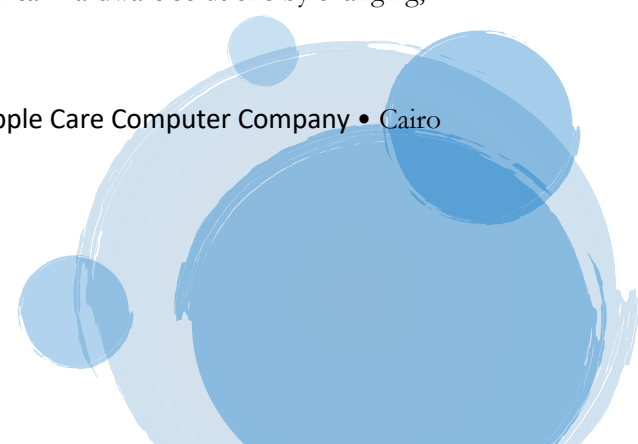
**From Jan 2000 till Jan 2005**

**IT Engineer • Teeba Information System • Cairo**

- Supervise & execute technical support for all company turnover
- Building small networks  
Technical support for all system troubleshooting by phone, office or visit
- Assistant for Software information technology solutions
- Assistant for Mechanical Hardware solutions by changing, repairing or fixing

**From September 1999 till Jan 2000**

**Technical Services Engineer • Apple Care Computer Company • Cairo**





## Education

### **Industrial Technical Institute in Al Sahafa, Cairo, Egypt**


- Upper Intermediate Qualification, Computer Sciences Department July 1999

## Training

- MTA: Windows Operating System Fundamentals Online Study
- Microsoft Office Specialist (MOS) 2016 Online Study
- Windows Virtual Desktop Specialty Online Study
- Cisco certified network associate (CCNA) Self-Study
- ITIL Self-Study
- CompTIA A+ Self-Study
- Microsoft Certified Desktop Support Technician MCDST 2012 Coerce
- Microsoft Certified System Engineer MCSE 2008 Coerce
- Introduction to Computer, Internet certificate 1999

## Leadership

Ability to:

- Work with people of different cultures
  - Work with details
  - Do several things at the same time
  - Communicate information accurately
  - Keep up with frequent changes and Updates
  - Learn new systems
  - Take initiative
  - Work under pressure
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## Computer Skills

Advanced Experience in:

- Microsoft Operating Systems
- Microsoft Server Operating Systems
- Microsoft Office
- Microsoft SCCM
- Building Networks hardware and protocols (LAN, WAN, VPN)
- Hardware & Software solutions

Basics Experience in:

- MAC OS x
- Cisco VoIP
- VMware ESXi
- Cisco Policy Based Routing

## Personal Information

- Date of birth :12/6/1980
  - Gender :Male
  - Nationality :Egyptian
  - Marital Status :Married
  - Military service :Exempted
  - Language Skills
    - Arabic :Native Language
    - English :Good; read, write & speak
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