

# Islam Fathy Ahmed

Highly-dedicated, enthusiastic, and professional IT Specialist with more than 8 years of experience in IT supporting, developing, and maintaining business software and system as per user requirements and managing related databases and networks. Capable of writing C#, vb.net, and SQL code, performing software testing, debugging, and enhancement functions as well as providing technical support to the team and clients. Possess effective time-management, problem-solving, communication, analytical, multi-tasking, leadership, organizational, and documentation skills.

 Aja - Dakahlia - Egypt  
(02) 01022606162

 islam4soft@gmail.com

 linkedin.com/islamf3thy

 github.com/islamf3thy

 facebook.com/islamf3thy

 instagram.com/islamf3thy

 twitter.com/islamf3thy

## SKILLS

C#.net



vb.net



Microsoft SQL Server



php



CSS



html



XML



System Administration



Network Configuration



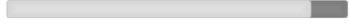
Software Installation



Troubleshooting



Technical Support



## IT SKILLS

Windows

Linux

Mac OS

MS Office

Internet

DNS

TCP/IP4

Backup & Recovery

Problem Management

## EDUCATION

### Mansoura University

Mansoura City, EG

2014 – 2018

B.S. Accounting

### Cairo University- ISSR

Giza City, EG

2022

Diploma of Software Engineering

## WORK EXPERIENCE

### IT administrator, Hawks Egypt for project management

Baltim City, Burullus Center, Kafr El-Sheikh • May 2022-Present

- Hawks egypt is a startup company, I planned and studied the situation and laid the foundations for IT management.
- Creating virtual machine software for databases, creating domain controllers and group policy, and creating a share file on the local network.
- Ensure the technical condition, install operating systems and install programs and drivers.
- Raising efficiency by installing RAM and hard drives, and sometimes replacing the CPU.
- Providing technical support to the company's departments and following up on the company's assets, including printers and devices.
- Supervision and follow-up CCTV control and monitoring room with security supervisors and receive the report from the technician in charge
- Configuring employees to connect to the domain through vpn to work from home.
- Purchasing the department's supplies such as laptops, desktop computers, printers, access points, and others.
- I analyzed and designed a service system to manage customer service, operation and entry gates using the C# programming language and databases of the type SQL server (my ownership rights).
- Training new employees to use the secure internet and to use some computer programs such as the Microsoft Office series, and training them on the company's system.
- Hosting and creating a website using WordPress and developing it, creating cloud storage and managing host domains, creating employee emails.

### IT Specialist, kazareen textile company

10th Of Ramadan - Sharqiyah • Mar 2020 – May 2022

- System Administration
- Responsible for imaging, deploying and staging computers for end-users on Windows 7 and Windows 10
- Maintained and managed Windows networking (TCP/IP, wireless configurations, DNS, etc.) for company technology assets
- Installed additional hard drives, memory, and software in employee desktops and notebooks.
- Setup wi-fi and provide technical support at company sponsored events
- check the security cameras (CCTV) and reporting systems.
- Maintained and administered Information Technology systems for a 50 person company.
- Provided on-site support to ensure continuity of computer system for all system users
- Installed software and hardware products to keep all users up to date with secure applications.
- Repair hardware, e.g. desk phones, desktop computers, laptops, and printers, as necessary
- Configure user security accounts and new system builds.
- Troubleshoot and perform virus prevention, detection and removal.

## **Software Developer, Freelancer**

Mansoura City, EG • Jan 2015 – Dec 2018

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**Develop and test software to meet consumers' and clients' needs.**

**Develop upgrades for existing applications.**

**Monitor quality and performance of applications through testing and maintenance.**

**Document all work for future reference.**

## **CERTIFICATIONS**

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**Google IT Support Professional Certificate**

**CompTIA CySA+ (CS0-002)**

**Cisco Certified Network Associate (CCNA) Certification**

**Certified Information Systems Security Professional (CISSP)**

**C#.Net**

**Microsoft SQL Server**

**Full Stack Development Track**

**ISTQB Foundation level**

## **REFERENCES**

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**M/Ahmed Abdel Hakim - IT Manager**

**Tel/ 01000893911**

**M/Tamer Hassan - Director of Hawks Egypt**

**Tel/ 01020869750**