

AHMED HASSAN MOSAAD

IT Technical Support

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SUMMARY

Results-driven IT Support Specialist with over 2 years of hands-on experience in enterprise network infrastructure and IT systems management. Skilled in designing secure networks, implementing robust security frameworks, and delivering technical support. Holder of multiple industry-recognized certifications including CCNA, CompTIA Security+, Network+, and A+. Proven ability to improve system performance, reduce incident response time, and ensure business continuity through resilient IT infrastructure and proactive monitoring.

EDUCATION

Bachelor's Degree in Engineering

May 2023

El Obour Higher Institute for Computers and Management Information Systems — Cairo, Egypt

PROFESSIONAL EXPERIENCE

IT Network Engineer

May 2023 - Aug 2025

Al Mousa Specialized Cables — Cairo, Egypt

- Designed, implemented, and managed scalable and secure enterprise network infrastructure across multiple departments.
- Resolved critical security incidents and reduced response time by 25% through automated monitoring and incident response playbooks.
- Maintained server health, performed system updates, and optimized network performance to achieve 99% system uptime.
- Provided Tier 2/3 technical support and mentored junior staff on network and security best practices.
- Developed and maintained detailed documentation for network topology, security incidents, and configuration baselines.

CERTIFICATIONS & TRAINING

Cisco Network Associate (CCNA)

- Comprehensive knowledge of network fundamentals, switching, routing, and troubleshooting.

CompTIA Security+

- Proven skills in network security, risk management, cryptography, and threat detection.

CompTIA Network+

- Practical expertise in configuring, managing, and troubleshooting wired and wireless networks.

CompTIA A+

- Strong foundation in IT support, hardware/software troubleshooting, and OS technologies.

CCTV Systems

- Knowledge and practical training in designing, installing, and maintaining CCTV surveillance systems.

ACHIEVEMENTS

- Architected a secure enterprise network infrastructure that supported 100+ users across multiple departments, achieving 100% SLA compliance with zero critical outages.
- Improved network performance by 35% by analyzing traffic patterns, reconfiguring core switches, and implementing QoS policies.
- Developed and documented over 15 SOPs for IT security operations, disaster recovery, and incident response workflows.

SKILLS

Technical Skills

Network Engineering:

- Network Design & Architecture, Switching & Routing, VPN Configuration, LAN/WAN, Cisco Devices, TCP/IP, DNS, DHCP

Systems & Servers:

- Windows Server, Active Directory, Group Policy.

Monitoring & Tools:

- Network Monitoring Performance Optimization, Penetration Testing (Wireshark), Backup & Disaster Recovery.

Support & Troubleshooting:

- End-User Support, Remote Technical Support, Documentation & Reporting, Hardware Maintenance, System Upgrades & Integration

SOFT SKILLS :

- **Problem Solving:** Ability to quickly and accurately resolve technical issues.
- **Teamwork:** Strong ability to work within a multidisciplinary team to achieve common goals.
- **Attention to Detail:** A keen eye for detail to ensure accuracy and system efficiency.
- **Documentation & Communication:** Strong skills in documenting processes and preparing technical reports.
- **Training & Technical Support:** Ability to train and provide technical support to staff or clients.
- **Adaptability:** Comfortable adapting to new technological challenges and changes.
- **Time Management:** Effective at organizing time to meet deadlines and handle multiple tasks.
- **Multi-tasking:** Skilled in managing multiple projects and prioritizing tasks efficiently.

LANGUAGES

- **Arabic:** Native
- **English:** Good

