

## Mostafa Mahmoud Morsi Ahmed Alsharif

IT Infrastructure & Operation Manager | Senior Network, Security, VOIP Engineer

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### Profile summary

As a dynamic IT Infrastructure and Operations professional, I bring over 14 years of specialized experience in the realms of networking, Cybersecurity, VOIP, ITSM, technical support and project management. My expertise lies in designing and implementing advanced IT solutions that prioritize efficiency, scalability, and security. I am adept at leading cross-functional teams and managing large-scale projects, consistently aligning IT strategies with organizational objectives to drive success and innovation.

### Key achievements

- For **Infrastructure projects**, successfully designed and implemented comprehensive systems for **MAHARAH Human Resources Company & TAMKEEN Human Resources Company** HQs' and over 45 sites each, active/passive, data centers, campus networks, Firewalls and VOIP solutions, as well as the integration of CCTV, MATV, Control4 smart systems, meeting rooms video conferencing, and access control technologies.
- As an architect and leader, I spearheaded the **smart systems project for the New Abdullah Alnegair Compound**, handling everything from supplier negotiations to planning, coordination, and implementation, ABB KNX smart systems, campus networking, home cinema, CCTV, voice and sound systems.
- In the realm of **voice** communications, I have a decade of experience in architecting and leading **AVAYA** projects, managing over 350 extensions and multiple call centers for customers and labors for both MAHARAH Human Resources and Tamkeen Human Resources.
- Implemented **ManageEngine ITSM, ServiceDesk Plus**, improving IT incident resolution time by 30% and increasing service efficiency across 45+ sites,
- I played a crucial role in migrating production servers to the **Azure Cloud and Dynamics 365**, prioritizing security and efficiency.
- **TAMKEEN FortiGate SD-WAN project**, connecting over 45 sites and managing cloud and on-premises firewalls, Forti Manager, Forti Analyzer and Forti Mail.
- as well as overseeing **Cloudflare** web performance and security projects, **AT&T MTDR** services, and **Trend Micro** endpoint security.
- In surveillance and attendance systems, I have implemented enterprise-level **CCTV** solutions across more than 100 locations and deployed a **cloud-based ZK Bio** Time attendance system for over 200 devices, significantly enhancing HR operations.
- **Vendor management** and **Project management** skills have been key in negotiating contracts that yield cost savings and improved service levels agreements **SLA**.

### Work experience

#### IT Infrastructure and Operations Supervisor | Senior Network, Security and VOIP Engineer

Tamkeen Human Resources Company

Feb 2019 – Present

- Spearheaded the installation and configuration of a comprehensive suite of Cisco network solutions, including ASAs, FMC, FTD, WLC, routers, switches, remote access technologies (IP-SEC, VPN, IP-VPN, MPLS), alongside ID/IPS software, VLAN configurations and security standard enforcement for all branches and departments.
- Architected and deployed network infrastructure across 45+ sites, integrating both wired and wireless solutions, CCTV and access control security solutions.
- Managed the TAMKEEN private tunnel for HQ operations and Azure cloud environments.
- Troubleshoot and resolved complex network security issues within LAN/WAN/WLAN environments and TAMKEEN Data Centers across all site's infrastructure.
- Utilized PRTG tools for comprehensive monitoring of network devices.

- Implemented and managed the ITSM solution ManageEngine Service Desk Plus SDP, optimizing IT incidents, problems, changes, assets, purchases, and contracts management processes.
- Applied ITIL frameworks using ManageEngine Cloud SD Plus to streamline IT service management.
- Led the IT Service Desk and Technical Support teams, ensuring exceptional service delivery across 45+ sites.
- Directed technical project management and served as a technical lead and vendors relationships.
- Managed the AVAYA voice system, including installation, configuration, and administration of AVAYA IPO for 400+ extensions and multiple call centers for customers and labors.
- Deployed and administered the HR attendance system Cloud ZK BIOTIME for 200+ devices.
- Oversaw IT procurement, including invoice processing and coordination with vendors, suppliers, and ISPs.
- Conducted risk assessments, delivered security briefings, and managed IT security awareness, audits, policies, procedures and proactively identified threats and developed defense strategies.
- Executed vulnerability and penetration testing to secure network segments.
- Formulate and define effective disaster recovery strategies to safeguard infrastructure operations.
- Administered Cloudflare for enhanced web performance and security.
- Managed AT&T MTDR services for proactive security intelligence.
- Maintained oversight of Alien Vault security management.
- Diagnosed, maintained, and reported on IT network and security systems, devices, and tools.
- Coordinated video conference solutions for meeting rooms HUAWEI Idea Hub & Cisco Spark, Logitech.
- Supported the Marketing team in managing social media accounts and WA business communications.

## IT Manager

4twins Coffee & Sweets Company      Mar 2021 -Mar 2023

- Spearheaded the design and deployment of network infrastructure across 15 sites, ensuring robust connectivity and system integration.
- Implemented and managed Microsoft Azure portals, leveraging expertise in Office 365, Intune, and Exchange to optimize cloud operations.
- Oversaw IT asset lifecycle, from procurement to asset management, aligning with organizational needs.
- ISPs, vendors, and third parties' contracts management, ensuring cost-effective services and favorable terms.
- Maintained CCTV surveillance systems, enhancing security measures across the organization.
- Managed attendance system devices, ensuring accurate tracking of employee time and attendance.
- Developed and launched the 4twins.com website, increasing company's online presence and accessibility.

## Senior Network, Security and VOIP Engineer

MAHARAH Human Resources Company      Apr 2014 -Feb 2019

- Expertly configure and manage security systems, including firewalls, antivirus, and IDS/IPS solutions.
- Design and implement robust network infrastructures across multiple sites and systems.
- Develop comprehensive network policies and authorization roles to secure file sharing, internet usage, DMZ, wireless access, and permissions.
- Maintain stringent network security for LAN/WAN, telecommunications, and voice systems to prevent unauthorized access, modification, or destruction.
- Proactively identify potential threats and devise strategic defenses to mitigate risks.
- Provide expert security consultations to staff, managers, and executives, promoting best practices.
- Resolve network access issues and enforce security protocols and procedures.
- Integral member of the support & Service Desk team, servicing all MAHARAH HR 45 sites, HQ, Data Centers.
- Manage and maintain the AVAYA voice system, overseeing the installation, configuration, and administration of AVAYA IPO for over 350 extensions and 2 call centers.
- Oversee the HR attendance system ZK (+150 devices) and CCTV surveillance systems (+1000 camera).

## IT help desk Engineer Officer

Egyptian Armed Forces

Apr 2011- Apr 2014

- Officer(lieutenant) in Electronic War Weapon (End users support).

## Education

2006–2011 Zagazig university,  
Egypt, faculty of computers & informatics  
Bachelor of Information Systems and Technology.

## Professional Skills

- IT Infrastructure & Systems Management.
- IT Operations & Service Management, ITSM.
- Network Engineering & Administration, R&S.
- Firewalls & Intrusion Detection/Prevention and Incident Response & Threat Mitigation.
- VoIP & Unified Communications & Cloud contact center.
- Cybersecurity & Compliance.
- Disaster Recovery & Business Continuity.
- Cloud Computing.
- Project Management.

## Technical Skills

- Networking Security: Cisco ASA, FTD, FMC, FortiGate, IDS/IPS, SD-WAN, Sophos, Draytek.
- Cloud Platforms: Microsoft Azure, Office 365, AWS.
- Cybersecurity Solutions: Cloudflare, Alien Vault, AT&T, Trend Micro, CrowdStrike, Symantec, Sophos.
- Tools & Platforms: ITSM SDP, Any desk, Cloud ZK Bio Time, PRTG, VigorACS2&3, Adobe Pro, DocuSign.
- Voice Solutions: AVAYA IPO/IPOCC/Aura, Genesys CX1/CX2, GrandStream, Telfinity, MS D365 contact center.

## Courses/Training

CCNA, CCNP enterprise, MCSA, N+, S+, AZ-900, AZ-104, ITIL v4.

**Certification:** ManageEngine Certified Product Associate MSCPA, Service Desk Plus Cloud.

Certification ID: MECP00035165.

## Languages

- Arabic, native.
- English, proficient.

## Personal information

- Date of Birth: June 03, 1989
- Nationality : Egyptian.
- Marital Status: Married.
- Military Status: Accomplished.
- Address: Riyadh, Saudi Arabia.