

# Abdallah Hassan Elsayed

- Address: Nasr city , Cairo, Egypt
  - Phone: 01128077203
  - Email : abdallahhassan1962000@gmail.com
  - LinkedIn profile: linkedin.com/in/abdallah-hassan-28b978194
- 

## Professional Profile

Senior Application Support Engineer and System Administrator with over 3 years of experience in enterprise banking environments, specializing in mission-critical application support, Linux systems administration, automation, and ITIL-based operations. Proven ability to ensure high availability, troubleshoot complex incidents, automate operational tasks, and collaborate with business and technical teams to deliver stable and secure financial systems.

---

## Professional Experience

### IT Application Support Engineer [National Bank of Kuwait (NBK)]

Cairo, Egypt [March 2024 – Present]

- Administer, monitor, and support enterprise and core banking applications, ensuring high availability, performance, and reliability in a production banking environment.
- Perform advanced troubleshooting and root cause analysis for critical incidents, minimizing downtime and meeting strict SLA requirements.
- Configure, manage, and optimize application servers, middleware components, and supporting databases.
- Design and implement automated monitoring and alerting solutions to proactively identify performance bottlenecks and system risks.
- Execute software installations, upgrades, patches, and deployments following banking security standards and best practices.
- Develop automation script using PowerShell and Python to streamline operational tasks and reduce manual effort.
- Monitor system logs, performance metrics, and capacity trends to improve system stability and resource utilization.
- Ensure seamless integration with third-party systems and APIs, supporting business workflows and external services.
- Enforce ITIL-based processes for incident, change, and problem management.
- Collaborate with infrastructure, security, and business teams to translate business requirements into reliable technical solutions.

## **IT Service Desk Specialist.** [Emirates National Bank of Dubai (ENBD)]

Cairo, Egypt [April 2023 – April 2024]

- Provided first-level and second-level technical support for hardware, software, and network-related issues in a banking environment.
  - Logged, tracked, and resolved incidents using service desk systems in alignment with ITIL standards and SLAs.
  - Performed user access management, account provisioning, and authorization controls in compliance with security policies.
  - Assisted in system updates, patches, and enhancements to ensure stable and secure operations.
  - Delivered technical guidance and user training, improving end-user productivity and issue resolution times.
- 

## **Education**

Bachelor's degree in computers and informatics [Zagazig university – Egypt]

[2018 – 2022] Grade: very good

---

## **Core Technical Skills**

- Application Support: Core Banking Applications, Middleware, APIs
- Automation & Scripting: PowerShell, Python, Bash
- Monitoring & Troubleshooting: Log analysis, performance tuning, root cause analysis
- Infrastructure: Application servers, databases, virtualization concepts
- ITSM & Processes: ITIL Incident, Change, Problem Management
- Networking: TCP/IP, DNS, DHCP, VPN, basic firewall concepts
- Security: Access management, authorization, patch management
- Tools: Service Desk Systems, Monitoring Platforms, Ticketing Systems

## **Professional Strengths**

- Strong experience in banking and financial IT environments
- Excellent troubleshooting and analytical skills
- Automation-driven mindset to improve efficiency and reliability
- Clear communication with technical and non-technical stakeholders
- High attention to security, stability, and operational excellence