Mohamed Hamed

Chief Technology Officer (CTO)

Location: Cairo, Egypt

Education: Master's degree, Computers Science and Information technology.

Experience: 23 Years

Location:	Cairo, Egypt
Name:	Mohamed Hamed
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Twitter: https://twitter.com/MohamedHMansor
Website: https://engmohamedhamed2.wixsite.com/mohdhamed

TARGET JOB

Target Job Title: CTO / CIO / Director of IT / IT Manager / IT Head Dept.

Career Level: C / Executive /Director

Career Objective:

Well experience I.T Director with 23 years in the information technology Management positions, my professional experience in Microsoft Systems, Microsoft &Oracle Applications, and Network. Active and Passive components, Computers technical support and troubleshooting, Cisco. Technologies, Microsoft Messaging Systems, Hotel Applications Wireless network, CCTV/IP Cams and IT projects costing/Planning will be an add on to contributing in increasing the business value by developing the actions, E-commerce strategies and digital marketing to growth up property revenues, Creating and maintain the I.T Budgets, I.T JOB Descriptions, I.T-Operations guide, For a Long term vision and strategic plans to assist effectively running the Information technology operation in addition to growth the business markets results.,

 Specialties:

= Windows Server 2K3/2K8 / 2K6- MS Active Directory - MS Exchange 2K3/2K7/2010.

= IOT / Cyber Security / AI

= Firewalls I S A TMG /Mikrotik / Forti/ Sopho– Install /Configure/Troubleshoot LAN/WAN/WLAN.

= Dynamic Routing, Link-state-Routing, Advanced Distance Vector, Ubiquiti Network

= Configure/Troubleshoot PPP, Frame-Relay - Install/Troubleshoot DHCP, DNS, VPNs, VLANs

= SQL / SAP / Oracle /Odoo Administration

= VOIP / Avaya / Elastix /Isabel/ Asterisk .Install /Configure/Troubleshoot

= CCTV / IP Security DVR and Cams Security.

= **MCSE / MCSA** Complete Training. **CCNA** /CCNP Complete Training.

= Hospitality Applications (Opera, Suite8, MFF, MC, HR & Payroll, Interfaces, Call Account, Door Lock, HSIA, Cuisine POS/CISA).

Employment Type: Full Time Employee; Internship; Contractor.

PERSONAL INFORMATION

Birth Date 17 October 1976 (Age: 43)

Gender Male

Nationality Egypt

Residence Country Egypt.

Marital Status Married

Number of Dependents 2

Driving License Issued From Egypt

EXPERIENCE (23 YEARS)

September 2016 - Present
CTO / Director of IT

At Ceramica Platino Group (Abdul Aziz El Sallab Inc).

Location: Cairo, Egypt Company
Industry: manufacturer
ceramics and porcelain
Imp & ex ceramic porcelain
Job Role: Information Technology

Manage IT staff members and monitor It operations inside CO. in order to provide the maximum client satisfaction, Ensures the entire CO network switches, Racks, network cables are labeled on a god condition, Install/Configure/Troubleshoot and administrate LAN/WAN/WLAN/VLANs/TCP/IP, Planning/Configure Microsoft technologies as of windows XP/7/Windows Server 2003, Domain services as of (DHCP, DNS and IIS), email services Exchange 2003/2007 and OWA access, install Antivirus solutions Install Active and Passive Network infrastructure, Responsible for provide technical support to company hardware workstations/Peripheral Devices, Access points, IP cams, Oracle, DVR, Remote Sessions, administrate/Trouble shoot Administrate and troubleshoot CO systems as of (Perform a routine Preventive maintenance plan to ensure data are fully in a proper action, Prepare IT operations Logs to keep all records belongs to the IT life cycle, Prepare a daily/Monthly and yearly IT checklists, Train the CO members staff to ensures smooth running of IT operations, Assist the organization to Hiring, evaluate and select a talent IT staff Members.

March 2014 - September 2016
Director of IT

At IHG. (Continental Hotels & resorts) *****.
Location: Sharm el Sheikh, Egypt
Company Industry: Hospitality/Tourism/Travel
Job Role: Information Technology

Provide leadership and vision for the information technology department include strategic planning of The information system operations and projects, Responsible for recruiting, Training and evaluating The new IT staff, Administrating and Designing LANs, Wireless technologies, VLANs, DNS, IIS, Microsoft Domain technologies, Microsoft mailing system and Firewalls, Building, Configuring and Troubleshooting the hotel servers, desktop computers, Laptops and mobile environment, Monitor the information technology daily backups, Antivirus database definitions, Performing a Routine, information technology preventive maintenance plans, Follow up the information technology Daily, Monthly and Yearly check lists, Write the information technology operation guide, Policies, Procedures, standards, And budgets, Administrate the hotel PMS applications (suite 8 System, Material control, Micros Fidelio financial, HR solution, Call account, Time attendance and Interfaces, Deployment, Designing and Development the hotel information technology, Recommended solutions, New projects and increasing It revenue, Ensure all security, Data privacy and data protection Requirements are meets, Recording the daily information technology operations to ensure a best Practice of communication history logbook, Ensure smooth running of the guest help desk and support operations, Develop the E-commerce plans to growth up the property sales revenues, Monitoring social media environment in addition to the online travel agents.

May 2009 - March 2014
Director of IT

At Red Sea Hotels (Ghazala Hotels) ****
Location: Sharm el Sheikh, Egypt
Company Industry: Hospitality/Tourism/Travel
Job Role: Information Technology

Coordinates and preforming the action plan for the new IT Projects, Provide technical guidance and support to the IT Managers in order to smooth running the IT Operations, searching for the new IT projects with cost effective to increase the IT revenue and achieve the maximum power of IT operations, implement, ensures the IT operations are fully live 24/7, ensure, planning/configure the It solutions in order to keep the company profiles/users and data secured and saved, Create communications channels between the departments in order to share the information among, train the IT Managers in order to smooth running the IT operations, ensures the company users are fully trained to use systems, ,
3-Ensures hotels IT managers are fully trained to achieve maximum power of operation. Create and maintain daily/monthly/yearly Checklists, prepare the IT documentation, IT JOB descriptions, write the proposals, IT budgets, evaluations, appraisals.

January 2009 - June 2009

IT Manager
At Tropicana (Grand oasis resort) *****
Location: Sharm el Sheikh, Egypt
Company Industry: Hospitality/Tourism/Travel
Job Role: Information Technology

1. Management of the departmental servers and computers.

2. Create and manage user accounts and access rights on various systems.

3. Configure and maintain internet access and security for (router, firewall, virus scan…etc.).

4. Establish and perform daily backups of all the hotel systems.

5. Establish and perform monthly backups of all (users data files, shared folders, email accounts, email messages…etc.).

6. Ensure that all the hotel applications, software updates and patches are downloaded and installed on timely manner.

7. Maintain an up to date inventory of all hardware and licensed software product certificates and product keys, send it to the IT Manager.

8. Configure and maintain all hardware (Computers, printers, scanners, all in one machines, firewalls, servers…etc.).

9. Configure and maintain the micros hardware.

10. Diagnose and solve any problem related to the (PC hardware, printers, firewalls, routers, micros, hotel servers).

11. Maintain and regularly test of all micros earth.

12. Perform monthly maintenance check list for all the hotel IT Hardware.

13. Install and configure and maintain the hotel network, file servers, e-mail servers, and application servers.

14. Ensure that the computer operations are performing for use by the hotel users.

15. Provide a direct support and training for the hotel users.

16. Prepare reports for the (PC's, peripherals, and network devices in order to determine the repairing strategy, IT equipment's needed.

17. Ability to administrate the hotel security in order to prevent the hotel networks from any intruders, hackers they may harmful the hotel operations.

18. Ensure that all the internet café pc, internet connections working properly.

19. Ability to install and administrate the hotel software and applications.

20. Administrate the hotel systems like (Fidelio, Suite 8, Material Control, F&B Fidelio, Sun Applications, and Micros System).

January 2008 - December 2008

IT Manager

At Abo Bieh CO for Complementary Animal & Agricultural Production & Manufacturing
Location: Cairo, Egypt Company
Industry: Industrial Job Role:
Information Technology

IT Operations, Installing and Configuring Windows Server 2000/2003, Domain services as of (DHCP, DNS and IIS), email services Exchange 2003 and OWA access, Install and Configure show rooms Systems, Provide Technical Support for restaurants Pc's Equipment inside and Remotely, Install CCTV Systems, Ensures the IT Operations are covered 24/7, Ensures the Organization staff are fully trained to use Company /hotel systems, Administrate Company Systems as of s of (financial, Material control, Human resources solution, Create and maintain the IT Daily/monthly/yearly checklists.

January 2005 - November 2007

IT Manager

At NASA Group
Location: Cairo, Egypt
Company Industry: Information Technology
Job Role: Information Technology

IT Operations, Installing and Configuring Windows Server 2000/2003, Domain services as of (DHCP, DNS and IIS), email services Exchange 2003 and OWA access, Install and Configure show rooms Systems, Provide Technical Support for restaurants Pc's Equipment inside and Remotely, Install CCTV Systems, Ensures the IT Operations are covered 24/7, Ensures the Organization staff are fully trained to use Company /hotel systems, Administrate Company Systems as of s of (financial, Material control, Human resources solution, Create and maintain the IT Daily/monthly/yearly checklists.

January 2004 - October 2005

IT Manager

At (Zahbia hotel village) **** & (King Tut hotel) ****
Location: Hurghada, Egypt
Company Industry: Hospitality/Tourism/Travel
Job Role: Information Technology

Manage IT Operations, Installing and Configuring Windows Server 2003, Domain services as of (DHCP, DNS and IIS), email services Exchange 2003/2007 and OWA access, Install and Configure Restaurants Systems, Provide Technical Support for restaurants Pc's Equipment inside and Remotely, Install CCTV Systems, Ensures the IT Operations are covered 24/7, Ensures the Organization staff are fully trained to use Company /hotel systems, Administrate Company Systems as of s of (Cuisine, ,Micros Fidelio financial, Material control, Human resources solution,
Create and maintain the IT Daily/monthly/yearly checklists, create the IT

January 2002 - January 2004

Asst. IT Manager

At Red sea Hotels (Cairo Express Travel Co)
Location: Hurghada, Egypt
Company Industry: Hospitality/Tourism/Travel
Job Role: Information Technology

IT Operations, Installing and Configuring Windows Server 2000/2003, Domain services as of (DHCP, DNS and IIS), email services Exchange 2003 and OWA access, Install and Configure show rooms Systems, Provide Technical Support for restaurants Pc's Equipment inside and Remotely, Install CCTV Systems, Ensures the IT Operations are covered 24/7, Ensures the Organization staff are fully trained to use Company /hotel systems, Administrate Company Systems as of s of (financial, Material control, Human resources solution, Create and maintain the IT Daily/monthly/yearly checklists.

January 1998 - January 2002

Tech support & customer support

At Global Trade
Location: Cairo, Egypt
Company Industry: Information Technology
Job Role: Information Technology

Managing all the organization technologies and
Providing support for users of the organization in order to keep the organization away from any problems which it may affect the operations.

January 1995 - January 1998

IT Customer support

At New Alpha Co for Import & export
Location: Cairo, Egypt
Company Industry: Distributions and Logistics
Job Role: Logistics and Transportation

1. Checking the CO system Servers daily in order to monitor performance.
2. Create and manage system user accounts, rights on system.
3. Installing and configure the Pcs, Printers, Scanners...etc.
4. Installing and Configure the IT equipment's software Microsoft Windows, Microsoft Office,
Antiviruses.
5. Establish and perform the daily data backup.
6. Installing and configure the systems
Payroll systems, call accounts system..etc.
7. Installing and Configure Exchange Rules, Users e-mails accounts, Users Data.
8. Monitor the monthly support as per the available contracts.
9. Provide a direct support for all the system users.
10. Arrange the Calling Logs.
11. Checking the PBX Interfaces.
12. Checking the hotel door lock system.
13. Ensure that the internet are working properly.
15. Checking and monitor the IT Policy.

- **Master's** degree, Computers Science and Information technology

At Windam university
January 2014
Master's Degree in Computer Science and Information technology and IT Services.
Microsoft - Cisco – Comptia

- **Diploma**, Communication and Security Technologies

At Nasser Military Academy
Location: Cairo, Egypt
December 2014

Strategic Studies and National Security for Communication and Security Technologies.

- **Diploma**, Investment, banking contracts and the intellectual property

At Cairo university
Location: Cairo, Egypt
January 2012

Arab and international arbitrators in
Geneva center for International Arbitration, Egypt.
Studied Subjects: Investment, banking contracts and the intellectual property.

- **Diploma**, Crises and Disasters

At Ain Shams University
Location: Cairo, Egypt
January 2008
Diploma of Crises and Disasters of the Ain-Shams University. In 2008.

- **Bachelor's degree**, International political relations in foreign trade

At Helwan University

Location: Cairo, Egypt
January 2003
International political relations in foreign trade.

SKILLS

Operating Systems
(Microsoft - Linux)
Level: (Expert)

Hardware
Level: (Expert)

Database
Level: (Intermediate)

Server Applications
Level: (Expert)

Server- client
Level: (Expert)

Internet Applications
Level: (Expert)

**Development
Tools**
Level: (Intermediate)

**Network
(LAN-WAN-WLAN)**
Level: (Expert)

CCTV / IP Security
DVR and Cams Security
Level: (Expert)

DHCP, DNS, VPNs, VLANs
Install/ Configure /Troubleshoot.
Level: (Expert)

LAN/WLAN/Unifi/NANO
Install/Configure/Troubleshoot.
Level: (Expert)

Firewalls
ISA /TMG/Mikrotik/Froti/pfSense
Level: (Expert)

Active Directory / Exchange /Domain
Controller
Level: (Expert)

Ubiquiti Network
Level: (Expert)

Cisco - juniper –Forti
Level: (Expert)

IOT / Cyber Security/AI
Level: (Intermediate)

LANGUAGES

English
Level: (Expert)

Arabic
Level: (Expert)

PROIECTS

- Renovate hotels telephone system frames and (PABX – Panasonic – Nortel).
- Opening new hotels & rooms extension.
- Installing all application hotels System.
- Renovation network infrastructure.
- VPNs Connection & System Applications Co.
- Renovation System Applications.
- Installing hotels System security IP cam
- Setup and implementing network infrastructure & hardware & software & datacenter.

HOBBIES AND INTERESTS

Reading -Sports – Walking, Exercise, Running, Tennis, Bicycling, Swimming.

TRAINING AND CERTIFICATIONS

1. (1989) Basic & Introduction & Dos.
2. (1995) Microsoft Windows 95 & 98.
3. (1998) Electronic Engineering for all electronic parts.
4. (1999) Microsoft Office 97.
5. (2000) Microsoft Certified Professional.
6. (2000) Microsoft Certified System Engineer.
7. (2000) A+ Certified Professional.
8. (2000) Network+ Certified Professional.
9. (2000) MS Exchange Server Advanced Solution & Technologies.
10. (2000) Installing & Configuring Windows 2000 Pro.
11. (2000) MS Exchange Server 5.5.
12. (2000) Exchange and windows in mail & internet connectivity.
13. (2000) Microsoft Channel Product Training.
14. (2000) SQL Administration.
15. (2000) DNS & Active directory design.
16. (2000) Managing Software.
17. (2001) Microsoft Channel Product Training.
18. (2001) Microsoft Windows XP Pro.
19. (2001) Linux+ Certified Professional.
20. (2002) Cisco Certified Network Administrator.
21. (2001) Red Hat Certified Engineer.
22. (2002) Server+ Certified Professional.
23. (2003) Microsoft Windows 2003 Server.
24. (2003) Microsoft Small Business Server 2003.
25. (2004-2005-2006) Microsoft Channel Product Training.
26. (2008) Business Communications.
27. (2009) Microsoft Channel Product Training.
28. (2010) leadership skills.
29. (2010-2012) ACT Annual Hospitality Event.
30. (2010) self – power basis for change.
31. (2014) IT for business success.
32. (2014) TOGAF 9 Certified.
33. (2014) Customer relationship management (CRM).
34. (2014) Marketing benefits vs. features.
35. (2014) Social media marketing.
36. (2014) National strategy and national security of Egypt and the Arab.
37. (2018) IBM IoT for manufacturing solutions & IBM IoT cloud solutions (IBM Maximo & IBM Watson).
38. (2018) Odoo 12 Tour.
39. (2018) ICEC 2018 (INTELLIGENT CITIES managing Real Estate and building the cities of tomorrow).
40. (2018) Digital Transformation: Strategies for Automation, Innovation, and Intelligence.
41. (2018) Arab security conference for cyber security.