

Ahmed Hussien

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Profile

An energetic, motivated and highly dynamic person with strong working skills and a broad range of hands-on and theoretical experience ranging in many areas. Adept at providing technical support and developing new processes through ongoing work, defect resolution and enhancement solutions. Expert in completing demanding assignments within crucial timelines. Highly articulate, demonstrating excellent interpersonal skills. Strong management skills and methodical aptitude with an innate ability in decision-making, coordinating and synthesizing data.

Work History

Application Development Section Head

Jan 2017 -

SAK Holding Group (Qatar)

Present

- **System Administration:**
 - Transforming the company's physical infrastructure into virtual via Microsoft Hyper V.
 - Implementing a new domain controller, installing and administering active directory, DNS, DHCP, while scaling the departments' OU architecture.
 - Implementing and administering apache/nginx hosting, emails and ticketing system.
 - Administering Microsoft Exchange 365 emails.
 - Administering Microsoft Dynamics Ax 2012 R3 AOS application, database and IIS servers.
 - Setting firewall rules and policies, backups, firmware upgrades, integration and VPN.
- **ERP Project Management:**
 - Conducting functional analysis sessions to gather the company department requirements with regards to HR, supply chain, finance and technical office.
 - Analyzing and designing workflows by issuing meetings with each department's decision makers.
 - Technical administration concerning the application's virtual machines, SAN storage implementation, LUN distribution, backups and redundancies.
- **Application & Website Management:**
 - Managing Microsoft Dynamics implementation, collaborating with developers to deliver the required development needed.
 - Developing the company's intranet website, as well as transforming it into a mobile application that consolidates all the company's digital services in one place.
 - Renovating and creating corporate websites.
- **Cost Saving & Budgeting:**
 - Migrating webmail emails from a dedicated host to another saving 30% of the annual email costs and 60% in the first 3 years while maintaining the performance.
 - Implementing Canon MPS Uniflow, controlling the printing costs and decreasing the allocated budget for printing and cartridges by 40%.
 - Contracting with a new firewall vendor saving 60% of the renewal costs, while maintaining the network environment.
- **Training & Development:**
 - Conducting general IT training sessions to the infrastructure and the software teams.
 - Tailoring the career paths for each engineer based on interest, background and passion.
 - Continuous knowledge transfer through documentations and task rotation.

IT Engineer

Feb 2014 - Jan

Dar Al Sharq Group - Al Sharq Newspaper (Qatar)

2017

- Migrating websites, web apps, emails and mobile apps from a host to another running on (shared, VPS, dedicated) web hosts as well as digital ocean cloud droplets. Migration also included AWS infrastructure running a python django web app on ec2 instances and RDS.
- Administering Microsoft windows servers 2012 R2 with regards to VDI machines that are integrated with Nutanix, active directory, DNS, DHCP, IIS and uniflow managed printing (MPS).
- Implementing and administering ubuntu, centos and redhat Linux servers running Odo ERP, apache, nginx, tomcat, MySQL, clamAV, CPanel, WHM and various open source solutions, while running security best practice methods via daily ssh administration.
- Administering G Suite and webmail emails as well as managing domain DNS. (A, CNAME, MX, NS, TXT)
- Python and bash scripting automating cronjobs.
- Administering websites running on WordPress and Laravel frameworks, editing the written php code, HTML and CSS design according to work needs.
- Network administration for various services like Avaya IPO application and telephones, IP CCTV cameras and NVRs, Fortigate firewall and troubleshooting network faults at both server and client sides.
- Technical support & troubleshooting for end users running Microsoft (XP, Vista, 7, 8 and 10), Mac OSX and Linux raspberry Pis. Supporting Microsoft Outlook, printing issues and operating systems issues.

Expertise

- Project management
- IT management
- Server administration
- Virtualization.
- Cloud architecture and administration
- Network administration
- Security management
- ERP techno-functional consultancy
- Troubleshooting
- Data backups
- Disaster recovery
- Diagnostics
- End user support
- New installations and support
- Managing crisis situations
- Resource vendor management
- Project delivery
- Integration
- Application development
- Implementing plans
- Sales/Marketing
- Client development
- Competitor analysis
- Market intelligence
- Customer focus

Personal Skills

- Entrepreneurial spirit
- Persuasive and articulate
- Relationship development
- Influencing skills

Skills

Leadership



Problem solving



Teamwork



Responsibilities



Organizing



Planning



Management



Cost Saving



Independent work

Since -
2014

- **Sales and presales:**
 - Meeting with clients, discussing business/technical needs and drivers for website, web application, mobile application, cloud architecture, cybersecurity, emails, system (infrastructure & administration) and ERP projects.
 - Issuing quotations, proposals, invoices and collecting payments according to project stages.
 - Quoting and managing support after project closure.
- **Management:**
 - Creating project plans, allocating resources and estimating deadlines per project stage.
 - Project delivery management by hiring & leading freelancers, dividing project tasks per agency or individuals according to their work references and specialization.
 - Conducting client meetings to discuss variations, project status and workarounds when needed.
 - Project documentation delivery.
- **Technical & Development:**
 - Developing static and dynamic websites.
 - Implementing ERPs with functional configuration.
 - Setting up cloud architecture, domains, emails, security, failover, redundancy, backups and open source solutions.

Education

Bachelors of electrical engineering
Zagazig University (Egypt) Sep 2006 - Oct 2011

Major: Communication & Electronics.

IGCSE
Cambridge School Doha IGCSE (Qatar) Sep 2003 - Jun 2006

Certifications

NPP - Nutanix Platform Professional Feb 2016

VMware Certified Associate - Data Center Virtualization Aug 2015

Usable Security Mar 2015

University of Maryland - College Park

Leadership, problem solving and responsibility

- Able to identify cost-effective technical solutions that meet business needs.
- Excellent analytical, data manipulation and interrogation skills.
- Ability to ensure that all IT changes are managed so that they minimize downtime and risk of any inconvenience.
- Developing and maintaining the infrastructure and IT systems.
- Negotiating IT service contracts with partners and suppliers.
- Diagnosis of desktop, application, networking and infrastructure issues.
- Proficiency in the troubleshooting and resolution of all client queries.
- Thorough understanding of computer and networking concepts.
- Knowledge of data encryption methods and implementations.
- Working knowledge of major networking components & hardware components.
- Installation and maintenance of all systems within a client's digital environment.
- Knowledge & understanding of backup technologies & disaster recovery methods.
- Ensure adequate antivirus protection & solutions are maintained and updated.
- Ability to monitor network performance to determine whether adjustments need to be made.
- Commercial awareness & business acumen.
- Identifying, developing and directing the implementation of business strategy.
- Carrying out effective research & intelligence into competitor products & other trends.
- Develop partnerships & relationships with third parties to meet strategic objectives.
- Budget setting and control, including measurement and return on investment.
- Involved in planning & organizing the organization's activities to achieve targets.
- Provided a stabilizing influence and promoted an excellent environment conducive to increasing efficiency, enhancing quality and strengthening financial results.

Team work

- Participated and contributed equally while working in a group of projects at work.
- Ability to get along with all levels of people and possess strong relationship building skills.
- Built effective personal relationships and networks within the team, which contributed towards achieving organizational and team successes.

Communication

Dealing professionally with a wide range of people including senior management, executives, etc.

Employed appropriate and often innovative solutions to increase communication while using time efficiently to track progress and meet goals.

Fluency in written and spoken English and Arabic.

Technical Skills

- Database:
 - MySQL, PostgreSQL
- Programming & scripting:
 - Python
 - Bash
- Webdesign:
 - HTML5, CSS3, Javascript
 - Wordpress
- Mobile app development:
 - Apache Cordova/Phonegap.
 - Hybrid methodologies.
- Operating systems:
 - Windows. (XP till 10)
 - Mac.
 - Linux. (redhat, centos, ubuntu, debian, mint, arch linux, kali linux, raspberry pi distros)
- Cloud providers:
 - Digital ocean.
 - Amazon web services (AWS)
 - EC2, S3, IAM, EBS, SMS
- Virtualization:
 - Hyper V
 - KVM/Libvirt
 - VMware

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