

Hussein Taha Hussein

Summary: Skilled IT engineer with a very good experience. Thoroughly proficient in all aspects of installing, maintaining, and designing IT systems. Deep familiarity with digital equipment and tools. Detail oriented troubleshooter who takes pride in coming up with optimally effective solutions. Friendly and professional build a great friendship with team members

Personal Details:

- Birth Date: 22/5/1990
- Address: Cairo- New Cairo- Tagmo Khams
- Language Proficiency: Arabic (Native) – English (Fluent)
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Education:

- Modern Academy for Engineering and Technology
- Department: Communication and Electronics
- Graduation Year: 2013

Work Experience:

(4/2023 – Present) Heineken – Regional Infrastructure Technology Consultant- AMEE (Obour)

- Manage infrastructure (workplace, servers, network) in the region.
- Assess IT Infrastructure needs and requirements.
- Translate business needs to IT requirements to initiate IT infrastructure projects.
- Identify potential IT Infrastructure vulnerabilities and remediate them.
- Provide technical advice and guidance to operating companies.
- Integrate new infrastructure technology and solutions into the existing portfolio.
- Improve process efficiency.
- Assist in building longer-term IT strategies and roadmaps.
- Patching, Backup, Upgrade, Implementation for all IT environments.

(12/2021 – 4/2023) MTS – IT Enterprise System Admin (Cairo Airport)

- Participate in the implementation process and assess all servers and software based on the agreed SOW (scope of work). Prepare the communication matrix, share it with the network and security team to check server's components and everything as planned, and escalate any issues. Design, install, configure servers and virtual machines. Install, manage operating system, Windows server, and install all related MS products. Design & assign security policies to servers based on policy, Secure & protect servers from any threats to eliminate vulnerabilities Inspect & analyze server's hardware, software inventory, and push windows updates security batch to ensure that the servers are ready to join the production, and keep it updated. Check, all servers' services, Replication between sites, High availability, and redundancy, execute healthy and performance check. Daily, Weekly and monthly backup and replication monitoring through Veeam backup & Replication tool. Hands on Hyper converged infrastructure Cisco hyperflex Implementation, designing, extending & stretching. Experience in Cisco intersight

(3/2019 – 12/2021) MTS – IT Onsite support Team Lead (Cairo Airport)

- Manage IT onsite support team and delegate tasks to the team member and ensure to meet SLA through ITSM tools, assist and monitor the team members in the troubled tickets as the second level of escalation, offer them an above average knowledge. Managerial & leadership skills in tough situations. IT sessions for all users in order to avoid knowledge gap. Experience in ITSM tools Service now, manage engine & Remedy deployment and customization to meet business need. Windows server experience in GPO, DNS, DHCP, SCCM, SCOM and Active directory from all aspect's creation, modifying, and deletion. Experience in VMware tools vSphere, VCenter ensure high availability, experience in Veeam backup.

(5/2017 – 1/2019) Henkel Group – IT Onsite support Engineer (Tagmo Khamis)

- Solving user's Trouble tickets, maintain the network, Data center weekly check, assist other IT colleagues around North Africa cluster, attend the Cluster meetings in order to be at the top achievements every month, working to escalate the repeated problems to finalize it permanently, Following and escalating the delayed and breached troubled tickets, Escalating Trouble Tickets which not solved to concerned team, making first troubleshooting.

(1/2015 – 10/2015) METCO for PBX Systems – IT Engineer (Sultanate of Oman)

- design and implement enhancements to AME transaction models that will enable it to seamlessly move customers to an RCS based transaction/interaction model, Installation for the PBX system, implementing, supporting, and documenting each site.

(5/2014 – 11/2014) E-LAN - Telecom Site Engineer (Nasr City)

- Basics of Fiber/Microwave transmission networks & mobile networks installation planning ISP transmission high-capacity links network to have a reliable, expandable and stable transmission by applying effective solutions, mid and long-term plans using the best-in-class technologies with reduced OPEX to align with the company business plan and strategy.

Technical Courses:

- 7/2023 AZ-500 Azure security Administrator.
- 6/2023 AZ-104 Azure Administrator.
- 11/2022 Cloud and Data center monitor with SCOM
- 8/2022 Cisco Data Center Unified Computing Systems (Hyperflex)
- 11/2020 Certified MCSA (Microsoft Certified Solution Associate) Candidate ID: MS0989921585
- 2018 CCNA (Routing – Switching – WAN - LAN).
- 2/2016 – 7/2016: Embedded System Diploma:
 - System Tooling's and C Programming Language.
 - Embedded C for Microcontrollers Displays, Motors, Keypad, ADC, and LED's.
 - External Interrupts, Timers, DIO, Counters and PWM Interfacing Protocols Serial Communication UART, SPI, I2C Automotive bus technology CAN, LIN and RTOS.
 - Testing (Unit – Module – Integration – Validation- Regression - Performance).
- 2013: Mobile Diploma - Brilliance Tech.
- 2009: Digital and Analog Circuits - Jelecom Egypt.