

PERSONAL PROFILE

Name: Mohamad Abd El-Mageid El-Said Radwan
Address: Cairo, EGYPT
Nationality: Egyptian
Birthdate: 25/10/1984
Military Status: Completed (June 2008)
Material Status: Married
Passport: Valid

ACADEMIC QUALIFICATIONS

Education 2001-2006

Al Azhar University, Faculty of Engineering – Cairo – Egypt
B.Sc. Computer & System Engineering
B.Sc. Grade: Good

Graduation Project:

Title: Remote Access PC using Mobile
Total Grade: *Excellent*

CAREER HISTORY

Employer: ITS, outsourced at Information and eGovernment Authority, Kingdom of Bahrain
Date From: December 2019 **till** Now

Title: Senior Technical Services Consultant

Storage administration / operation (SAN & NAS) in a production environment on EMC (VNX)
DellEMC Backup administration and operation (Networker, Avamar, DataDomain) Data
Replication & Snapshot technologies (RecoverPoint)
Prepare and upgrade the dashboards, the Handout, specification, instructions, information
and the reference frames of production.
Define and implement the procedures of recovery in the event of incident and of restoration
of the data.
To define, implement and to follow the protection plans.
Integrate in production of the new application programs or data processing sequences.

Employer: VAS (DELLEMC² Partner)

Date From: March 2014 till September 2019

Title: Senior Support Service Engineer

VAS is provider for enterprise storage products and all the related services that compile a focused solution to protect clients' information for guaranteed business continuity. As DellEMC partner VAS provides their customers with systems, software, services, and solutions for planning, building, managing and supporting their infrastructure.

Providing post-sales solution design and technical expertise and implementation for EMC products and solutions.

Designing, implementing and Support EMC Enterprise and Modular Storage solutions

including CLARiiON, VNX, VMAX, VMAX3, VMAXAF, Unity, VNXe, Data Domain, Centera

Designing, implementing and Support EMC File and Content solutions including Celerra, VNX File

Design, Implementation, and Support Disaster Recovery and Business Continuity environments with EMC RecoverPoint, SnapView, MirrorView

Design, Implementation for Data Migrations between different Storage.

Designing, implementing and Support SAN Infrastructure solutions on (Cisco or Brocade) platform.

Experienced with Windows, Solaris, Linux Operating Systems, Hyper-V, VMware and their connectivity in enterprise SAN storage infrastructures including Fibre Channel, iSCSI, CIFS/SMB, and NFS storage networking technologies.

Identify & resolve problems, perform thorough health checks and recommend improvements.

Delivery of practice-related services, knowledge of the techniques, EMC best practices and projects documentation.

Employer: ITS**Date From:** March 2011 **till** March 2014**Title:** Technical Specialist**Work Duties:**

A team player in the Global Support Unix/Storage team which is responsible for configuring, supporting, maintaining, upgrading and troubleshooting all ITS branches UNIX Servers, Storages, remotely from a centralized location ITS-GDC based on ITIL work flow.

Skills:**Operating Systems:**

Local/remotely install Unix/Linux operating systems (Solaris, HP-Ux, Linux) on SPARC/RISC, Itanium/HP and Intel machines located in Egypt, KWT, Pakistan, and Lebanon from a central location.
Perform all duties related to Unix/Linux system administration user account maintenance, backup & recovery, NFS, License and Disk Management
Troubleshooting problems of current Unix production servers. Ignite HP-UX to backup OS.

Storage:

SAN connectivity (Brocade Switches DS300B, 5000B, 5100B, 4100B). Installation and configuration Storage VNX1 series.
Upgrade VNX5100, VNX5300, and VNX5500 SAN Storage by adding extra Disk Array Enclosures.
Upgrade HP EVA 4400 SAN Storage by attaching extra Disk Enclosures.
Working knowledge in CLARiiON (CX-500, CX3-20, CX4-240) and Navisphere
Administrating VNX5100 arrays using Unisphere Service Manager.
Migrating data from old EMC-CX500 array to new VNX5100 SAN.

Backup Solutions:

Product: EMC Legato Networker 7.5
Upgrade from 7.2 to 7.5/7.6 [server and clients
] Manage and configure resources.
Monitor and troubleshoot problems.

Applications:

Responsible for e-mail server: Iplanet Messaging Server 5.2 and Symantec Brightmail Gateway 9.5/10.0
Configure SNMP service on various Servers, Storages, SAN Switches, Tape Libraries, to be monitored by Zenoss Enterprise.

Employer: ITS**Date From:** April 2009 **to:** March 2011**Title:** Customer Service Engineer**Description:**

Providing remote support and solutions utilizing Cisco, Microsoft and Symantec technologies such as Cisco WebEx One-Click, RDP , PC Anywhere, and have the ability to be diplomatic in dealing with pressured customer situations.
Providing end user support with Microsoft Products (Windows XP, Vista & 7 and Office 2003/2007/2010)
Ensuring that each user requests received are logged through Remedy and resolved appropriately ensuring clear concise update or resolution information and ensure that requests are responded within SLA.

Courses

MEDCOM Technology Solutions

Microsoft Certified System Administrator July 2004
MCP Installing, Configuring, and Administering Microsoft® Windows® XP Prof.
MCTS Microsoft® SQL Server 2005 - Implementation and Maintenance
MCSA Microsoft Windows Server 2003

IT Arab

Visual C# 2003 & SQL Server 2000
C# & SQL Server 2000 winter 2004
MCSE winter 2007

Information Technology Institute

UNIX Administration Track June
2010 Fundamentals of Solaris OS
UNIX Shell (ksh) Scripting for Administrators
Solaris System Administration Part I
Solaris System Administration Part II

IT Valley

Red Hat System Administration II (RH134) June 2011

Official EMC² Training

VNX Unified Storage Implementation (E20-390) June 2012 (OILT)
Networker Installation, Configuration, and Administration (E20-593) April 2013 (OILT)
Data Domain System Administration (E20-385) Sep 2013 (OILT)
Recover Point Operations and Management (E20-375) November 2013 (OILT)
Symmetrix Configuration Management June 2013 (OILT)
Symmetrix Business Continuity Management January 2014 (OILT)
EMC Centera Installation and Maintenance (E20-670) August 2015 (Instructor-Led Schwalbach - EMC (Am Kronberger Hang 2a) in Germany)
EMC VMAX Family Installation and Maintenance (E20-624) November 2016 (Instructor-Led Schwalbach - EMC (Am Kronberger Hang 2a) in Germany)

Self-Study

EMC Information Storage and Management (E20-001) May 2012
EMC VNX Unified Storage Implementation (E20-390) June 2012

Certifications

Credential Certification	Date Achieved
Microsoft Certified Professional Microsoft Windows XP Pro	Oct 17, 2004
Microsoft Certified Tech Specialist Microsoft SQL Server 2005	Feb 12, 2007
Microsoft Certified System Administrator Windows Server 2003	Mar 18, 2007
EMC SE Accreditation: Archive – 2009	Apr 25, 2009
EMC SE Accreditation: Backup – 2009	Apr 23, 2009
EMC SE Accreditation: Consolidation – 2009	Apr 20, 2009
Sun Certified System Administrator Part I Solaris 10 OS	Aug 31, 2010
ITIL® V3 Foundation	Dec 21, 2010
Sun Certified System Administrator Part II Solaris 10 OS	July 30, 2011
EMCISA Information Storage Associate	May 22, 2012
VNX Specialist Exam for Implementation Engineers	July 09, 2012
Networker Specialist Exam for Implementation Engineers	May 15, 2013
VNX Specialist Exam for Platform Engineers	Dec 27, 2014
Data Domain Specialist Exam for Implementation Engineers	Feb 21, 2015
EMC Centera Specialist Exam for Platform Engineers	Sep 17, 2015
XtremIO 3.x Flash Storage Solutions Exam	Dec 26, 2015
Unity Solutions Specialist Exam for Implementation Engineers	Oct 08, 2016
XtremIO Solutions Specialist Exam for Implementation Engineers	Nov 19, 2016
Specialist, Systems Administrator VMAX All Flash and VMAX3 Solutions Exam	Jan 1, 2017
VMAX All Flash and VMAX3 Solutions Specialist Exam for Imp Engineers	Jan 1, 2017
Specialist - Systems Administrator, XtremIO Solutions Exam	Jan 21, 2017
Content Addressed Storage (CAS) Specialist Exam for Implementation Engineers	Feb 11, 2017
VMAX Family Specialist Exam for Platform Engineers	Feb 28, 2017
VxRail Appliance 4.x Deployment and Implementation Exam	Apr 10, 2018
RecoverPoint version 2.0, Systems Administrator – Specialist	Dec 19, 2018
Specialist, Systems Administrator VPLEX Exam	Dec 24, 2018
Specialist, Technology Architect Midrange Storage Solutions Exam	Jan 30, 2020
NetWorker Expert Exam for Implementation Engineers	May 8, 2020

Projects

Project: Data Migration

Customer: ITS GBS

Description: Migrating Data from EMC Clariion Array CX500 to VNX Platform VNX5100 using SAN Copy

SAN Copy is one of the most familiar tools to migrate from any source to EMC target. It is also supported for migrations within EMC platforms. Since there is no host involved.

Planning, preparing the migration on two phases, UX-Based Servers (Solaris 9, 10, HP-UX) migration and Windows Servers migrations.

Migration steps, included the following: connected storages with each other's using ISL connection between the Fabrics, update SAN copy connections, map SAN copy LUNs Source and Destination, brought LUNs offline for final synchronization and cutover from source LUN to nes destination LUN

Ensure service availability after successful migration.

Project: Data Domain Controller Upgrade

Customer: National Bank of Egypt (Main and DR)

Description: Controller upgrade DD860 and Head Swap to DD4200

DD860 pre-upgrade code to match the new head.

Followed the procedure to perform headswap.

Change the primary ports to the correct endpoint. and secondary to none.

Disable endpoints, remove the endpoints in excess, remap the remaining endpoints. Modify wwpn/wwnn using scsitarget modify.

Ensure new DD4200 is discovered by Backup server, VTL configuration, DD boost, system health.

Confirm with Backup administrator service restored.

Project: Data Migration

Customer: Egyptian Financial Supervisory Authority

Description: Migrating Data from EMC Clariion Array CX400 to VNX Platform VNX5400 using Power Path Migration Enabler

Host Based Migration PPME supports variety of operating systems and is completely online. No downtime required in almost all use cases. With the recent release of 5.7 version, it makes MSCS cluster migrations easier as well (no need to shut down the second node).

Planning, preparing the migration on two phases, Linux Servers migration and Windows Servers migrations.

Migration steps, included the following: Upgrade EMC Power Path to latest version 5.7, connecting servers to both CX400 and VNX5400, Perform online migration, cutoff.

Ensure successful service availability with no impact on the production systems.

Providing the High Level, Low Level Design documents as per actions, steps completed.

Project: Data Replication**Customer:** Badr El-Din Petroleum Company**Description:** SAN-to-SAN replication EMC VNX2 using RecoverPoint SE

Provides continuous data protection for comprehensive operational and disaster recovery site.

Using a journal-based implementation to hold the PiT information of all changes made to the protected data.

Protecting data by Consistency Group (CG), preserving order consistency across the volumes contained within it

Ensure successful service availability with no impact on the production systems.

Languages

Arabic
English
German

Native Language
Excellent Spoken, Read & Written
Fair A1

KEY COMPETENCIES AND SKILLS

Troubleshooting and technical support.

Effective problem solving with strong analytical skills.

Active, motivated, self-dependent and self-confident.

A passion for service to all fellow clients.

Ability to work under pressure.

Ability to work in a group or individually according to the job requirements.

Ability to meet deadlines successfully maintaining the quality of work.

Strong communication skills.

A willingness to learn new things in a constantly changing and fast passed IT environment.

Deadline and results-driven.

Professional analysis/debugging skills.