

Ahmed Gaber

Network Administrator

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SUMMARY: Dedicated IT Professional with 20 years of experience as a Network and Systems Administrator. Skilled in designing, implementing, and maintaining secure and efficient data communications networks. Proven ability to install and configure computer networks and systems, troubleshoot issues, and implement effective solutions. Experienced in supporting, configuring, and maintaining corporate customer networks and in-house servers, ensuring optimal network performance and security. Proficient in software and hardware installation, data recovery, backup, user account setup, and network security measures.

EXPERIENCE :

Experts Care Medical Group. Network Administrator – Jeddah – Saudi Arabia (2024 – Present)

- Dell Server and virtual machine management through Hyper-V and VMware ESXi
- Network Device management Like Router, Switches, Access Point
- Firewall FortiGate Management with Web Filter, Application control, SD-WAN
- Domain Hosting management with cPanel, SSL Certificate, Emails, FTP, Backup, WordPress
- Synology Storage management with File Share, User Access
- Grandstream VoIP System management
- BioTime Time Attendance System management
- Security Systems management Like CCTV, Access Door
- Asset System Inventory management
- Kaspersky Antivirus management
- Media streaming System management
- Medical Device Technical Support
- Information Technology Technical Support Specialist

Balsam AlUla Pharmacies. IT Manager – Al Ula – Saudi Arabia (2022 – 2024)

- Create systems and network architecture to ensure the company's IT infrastructure is updated and up-to-date
- Design and deploy functional networks (LAN, WAN)
- Prepare reports, and work on project implementation
- Implement and maintain network security policy, standards, and procedures.
- Implement & Troubleshoot IPsec Site-to-Site VPN.
- Perform reviews of Network Security design, configuration and logs to ensure compliance with security policies
- Develop, implement and manage a plan to protect the company's data and systems from external threats
- Develop training and support programs for staff to ensure understanding of new healthcare IT technologies
- Establish new systems and applications to increase productivity and efficiency
- Monitor and review performance of IT system and operations to anticipate problems
- Plan, lead, and schedule IT projects to meet company objectives
- Work with project team to set objectives, review progress and report project results
- Train and supervise technical and non-technical staff
- Provide guidance for purchasing of computer hardware, software, and supplies
- Administer networks and infrastructure, including servers and firewalls
- Coordinate with vendors and other departments to ensure seamless operation and maintenance of IT infrastructure
- Manage data backups, network security, system performance

Zahrat Al-Rawdah Pharmacies. System Administrator – Riyadh – Saudi Arabia (2019 – 2021)

- Install, configure, and maintain Windows Server operating systems, including Windows Server 2012/2016/2019
- Manage user accounts, permissions, and access rights in Active Directory
- Monitor and maintain system performance, security, and availability
- Troubleshoot and resolve system issues
- Create and maintain system documentation

- Deploy and manage applications and software updates
- Develop and maintain system automation scripts
- Perform system backups and restores
- Manage and maintain storage systems
- Monitor and analyze system logs
- Implement and maintain security policies and procedures

Al Ashban Trading E.S.T. System Administrator – Riyadh – Saudi Arabia (2017 – 2019)

- Install, configure, and maintain operating systems, software, and hardware
- Troubleshoot system and network problems
- Monitor system performance and troubleshoot issues
- Manage user accounts and permissions
- Create and maintain system documentation
- Monitor and test network performance
- Implement security measures to protect systems from unauthorized access
- Respond to user inquiries and provide technical assistance

AL Mazloun for Trading & Agencies. IT Technical Support – Alexandria – Egypt (2015 – 2017)

- Troubleshoot and resolve hardware and software issues for end-users
- Install and configure software applications and updates
- Manage user accounts and permissions in Active Directory
- Provide technical support for remote users via phone and email
- Monitor and maintain network infrastructure, including switches and routers
- Collaborate with other IT teams to implement new technologies and systems
- Train end-users on new software and hardware systems
- Maintain inventory of hardware and software assets and order new equipment as needed

EDUCATION :

Faculty of Science – Alexandria University – Computer Unite (2013)

Applied Training Studies in Computer Sciences at Computer Science Department.

COURSES / CERTIFICATIONS:

Cisco Introduction to Cybersecurity
 IBM Introduction to Cybersecurity Essentials
 Google Foundations of Cybersecurity
 LinkedIn Palo Alto Networks Cybersecurity Fundamentals
 Fortinet NSE 1 Network Security Associate
 Fortinet Information Security Awareness
 ITI Computer Network Fundamentals
 ITI Introduction to Network Security
 Google Basics of Technical Support
 Google IT Support Professional Certificate
 IBM Introduction to Technical Support
 LinkedIn Backup and Recovery with Veeam
 LinkedIn Introduction to Microsoft 365 for IT Pros
 LinkedIn Troubleshooting IT Remote Administration
 LinkedIn Windows 11 for IT Support Troubleshooting Basics
 LinkedIn How to Learn Faster

TECHNICAL SKILLS:

Operating System, Windows Server, Server Administration, Server Configuration, Server Hardware Maintenance
 Network Administration, Network Security, Network Monitor, Firewall Management, VPN connection, Content Filtering

Virtualization, Backup and Recovery, NAS Storage, Antivirus & Anti-Malware, Endpoint Monitoring & Management
Asset Management, Ticketing System, Time Attendance, Access Control, Inventory System Management
CCTV System, UPS Power Protection, Vending Machines, Telephone Systems, Temperature Monitoring System

PERSONAL SKILLS:

Ability to work in teams and individually, Decision making and problem solving, Result orientation and prioritization
Active listening, Communication, Customer service, Leadership, Management, Problem-solving.

Best Regards,