

Ahmed Gaber

IT Network & Systems Administrator | Cybersecurity & Infrastructure | 20+ Years of Experience

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Experienced IT professional with over 20 years of expertise in network infrastructure, systems administration, and cybersecurity. Proven track record in leading IT transformations, optimizing performance, and securing enterprise environments.

PROFESSIONAL SUMMARY

Seasoned IT leader with two decades of hands-on experience architecting, implementing, and securing enterprise-scale IT systems across healthcare and retail sectors. Skilled in aligning technology with business objectives, reducing operational risks, and driving digital transformation initiatives.

TECHNICAL SUMMARY

- **Security & Firewalls:** FortiGate, DrayTek, Safetica, Symantec
- **Virtualization & Servers:** VMware ESXi, Hyper-V, Windows Server 2016–2022
- **Backup & Recovery:** Veeam, Acronis Cyber Protect
- **Networking:** DNS, DHCP, LAN/WAN, VPN, SD-WAN
- **Cloud & Platforms:** Microsoft 365, cPanel, WordPress
- **Monitoring & Management:** Kaseya, ManageEngine, Snipe-IT
- **Patch & Endpoint Management:** WSUS, Kaspersky, ESET, Malwarebytes
- **Web Filtering & Access Control:** FortiClient, CurrentWare

CORE COMPETENCIES

- IT Infrastructure Design & Deployment
- Network Security & Segmentation Strategies
- Systems Administration & Virtualization
- Data Protection & Disaster Recovery Planning
- Cloud Email & Web Services Integration
- Vendor & Asset Management
- Healthcare IT Support & Compliance

WORK EXPERIENCE

Experts Care Medical Group – Jeddah, Saudi Arabia

Network & Systems Administrator / 2024 – Present

- Developed virtualized environments using Dell servers and Hyper-V, significantly enhancing service continuity.
- Designed FortiGate-based segmented network policies with VPN and SD-WAN, reinforcing data security.
- Managed cPanel web hosting and WordPress operations, optimizing SSL and email infrastructure.
- Delivered high-level support for clinical systems and improved incident response workflows.

Key Achievement: Cut critical IT incidents by 60% via proactive monitoring and automation.

Balsam AlUla Pharmacies – Al Ula, Saudi Arabia

IT Manager / 2022 – 2024

- Unified network operations for multiple branches, improving scalability and communication.
- Directed ERP implementation for 100+ users, boosting operational visibility and accuracy.
- Led IT procurement with cost-efficiency strategies, saving 25% in annual spending.

Key Achievement: Executed a seamless ERP rollout with zero business interruption.

Zahrat Al-Rawdah Pharmacies – Riyadh, Saudi Arabia

Systems Administrator & Network Security Specialist / 2019 – 2021

- Deployed FortiGate security solutions across 150+ sites to standardize VPN and SD-WAN access.
- Managed Veeam and Acronis backup systems, improving RTO/RPO across sites.
- Streamlined IT support using Kaseya VSA, shortening resolution time significantly.

Key Achievement: Achieved unified cybersecurity policy compliance across all branches.

Al Ashban Trading Est. – Riyadh, Saudi Arabia

System & Network Administrator / 2017 – 2019

- Enhanced system reliability with structured patching and diagnostic protocols.
- Authored technical SOPs and knowledge base content to standardize operations.

Key Achievement: Increased helpdesk productivity by 40% through optimized workflows.

ADDITIONAL EXPERIENCE

Elforqan Computer Services – Alexandria, Egypt

Head of IT Retail Operations / 2010 – 2015

- Supervised IT performance across 5 retail sites, directing a multi-tech support team.
- Delivered over 6,000 custom PCs and maintained 15,000+ client systems across various sectors.

Mega Computer Shop – Alexandria, Egypt

Owner & Technical Lead / 2008 – 2010

- Founded and led a tech business, deploying 300+ custom systems and managing SMB contracts.
- Achieved consistent annual revenue growth exceeding 25%.

Tiba Computer – Alexandria, Egypt

Sales & Technical Support Engineer / 2005 – 2008

- Provided technical guidance and hardware/software solutions with a focus on customer satisfaction.

Estabrak Computer Services – Alexandria, Egypt

Technical Support Technician / 2003 – 2005

- Performed diagnostics and configuration for 200+ PCs and provided end-user training.

KEY PROJECTS & ACHIEVEMENTS

- **IT Infrastructure Overhaul:** Delivered scalable and secure architecture for Experts Care using FortiGate, Hyper-V, and Dell.
- **ERP System Deployment:** Successfully migrated Balsam AlUla operations with minimal disruption and increased efficiency.
- **Cybersecurity Compliance:** Standardized firewall configurations and auditing across 150+ branches.

CERTIFICATIONS

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

EDUCATION & MEMBERSHIP

- **Diploma in Computer Studies** – Alexandria University, Faculty of Science, 2013
- **Saudi Council of Engineers (SCE):** Registered Computer Technician – ID: 591496

SOFT SKILLS

- Team Leadership & Mentoring
- Strategic Problem Solving
- Time & Task Management
- Cross-Functional Communication
- Project Planning & Delivery

LANGUAGES

- **Arabic:** Native
- **English:** Professional Working Proficiency