

ISAAC ANWAR MOUNIR

Cairo, Egypt

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❖ **SUMMARY PROFESSIONAL:**

Experienced IT Engineer with over 7 years of expertise in System Administration and Network Infrastructure. Adept at diagnosing and resolving complex technical issues, delivering efficient IT support, and managing enterprise-level networks. Strong background in project coordination, client relationship management, and contract handling. I am known for identifying growth opportunities, streamlining operations, and ensuring seamless IT service delivery.

❖ **WORK EXPERIENCE**

Top Business Group

IT Supervisor / Jan 2020 – Present (Cairo, Egypt)

- Ensured continuous communication and follow-up on long term projects such as facility renovations, equipment installations, or strategic partnerships.
- Served as the primary contact for strategic partners, maintaining regular communication and addressing their needs, concerns, and requests.
- Monitored the progress of long-term contracts and partnerships, ensuring all terms are fulfilled and identifying opportunities for contract renewal or extension.
- Design, deploy, and maintain Active Directory structures that align with organizational requirements and best practices.
- Create, modify, and manage user accounts, groups, and permissions to ensure secure and efficient access to network resources.
- Develop and enforce Group Policies to standardize and secure desktop configurations, application settings, and security settings across the network.
- Create and Edit Rules on Sophos XG.
- Data Manipulation Language (Select Statements) on Oracle or SQL.
- Troubleshooting Printer Server Issues.
- Troubleshooting Printers problems (Xerox, HP, Panasonic, Kyocera, and Toshiba).
- Create a System Image Backup on Bootable Drive.
- Troubleshooting Network Applications.
- Images install Operation Systems Images.
- Problem Solving with ticketing System.
- Troubleshooting and fixing Outlook Issues.
- Troubleshooting and Install Applications and Software.
- Troubleshooting DVRs and Cameras.

Nielsen (Temporary Project)

Help Desk Support and Junior System Administrator / Nov 2019 – Jan 2020 (Cairo, Egypt)

- Worked closely with the sales and business development teams to identify and secure new long-term partnerships and strengthen existing relationships.
- Regularly reported on the status of ongoing projects and partnerships, providing updates to senior management and other relevant teams.
- Acted promptly to resolve any challenges or issues arising in ongoing projects or client relations, working cross-functionally to implement solutions. Troubleshooting Printer Server Issues.
- Create a System Image Backup on Bootable Drive.
- Troubleshooting Network Applications.
- Images install Operation Systems Images.

Crédit Agricole Bank (outsourcing)

Technical Second Level Support / Sep 2019 – Nov 2019 (Cairo, Egypt)

- Identified additional services or project extensions that could be offered to existing clients to enhance their satisfaction and generate new business.
- Collaborated with departments such as Operations, Sales, and Marketing to ensure that all teams are aligned on project objectives and partnership goals.
- Collected and analyzed feedback from clients and partners to improve services and ensure client retention.
- Maintained detailed records of partnership agreements, project milestones, and client communications for accurate reporting and future reference.

❖ **TRAINING COURSES & CERTIFICATES:**

- A+, N+
- IT Diploma at Ain Shams University (CCNA, MCSA, MCSE and Linux Admin I, II).
- JAVA Experience Certificate from Egyptian Armed forces.
- Sophos XG Fire Wall (self-study).
- Veeam Backup System (self-study).

❖ **IT SKILLS:**

- Design and build a complete topology of network and configure it.
- Design an IP Addressing scheme to provide network connectivity.
- Configure initial settings on a network device.
- Configure and troubleshoot inter-VLAN routing.
- Configure and troubleshoot Ether Channel and HSRP.
- Installing, Configuring and Adminstrating Active Directory, Group Policy, DNS, and DHCP.
- Project management tools like (Asana, Jira and another Systems).
- Building Reports.
- Support Linux System using Shell.
- Creating File Systems.
- Virtualization ESXI and Hyper-V.
- Veeam Backup Solution.
- Install Software and Packages from Repository on Linux.
- Create a Backup and Recover Policy.
- Support Hardware (PC, Laptop, Servers and Printers).
- Support data manipulation language (DML) SQL.

❖ **EDUCATIONAL BACKGROUND:**

Advanced Academy (Class 2017).

Bachelor of Management Information System (MIS). Grade: Very Good.

IT Diploma from Ain Shams University (CCNA, MCSA, MCSE And Linux Admin 1.2)

❖ **LANGUAGE:**

- Arabic: Mother Tongue
- English: Fluent

❖ **PERSONAL DATA:**

- Birth Date: 09 May 1995
- Military Status: Completed (2018)
- Address: Ain Shams, Cairo, Egypt