ESLAM ELKAFURY

IT-SYSTEM ADMIN & BACK-END DEVELOPER

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PERSONAL INFORMATION

My name is eslam elkafury, born on August 12, 1999. I A confident and reliable IT support engineer with extensive practical experience working with computers and resolving any support issues raised at the service desk. Possess a proven ability to administer and control the operation, configuration, and maintenance of computer-based information systems, have an eye for detail, and multi-task under pressure. An excellent communicator can relate well with people at all levels and has the flexibility of working well as part of a team and on my own.

PROFESSIONAL SKILL

UI Developer	Networking	Virtualization	CCTV – IP Camera system
Software & Hardware	Microsoft Servers	Security	Operating Systems

EDUCATION

Ras El Bar ISSC of Technology and Information Systems   2017 – 2021
Total Grade: Very Good

Graduation Project: designing a program to encode and decrypt texts and codes in C#
Graduation Project Grade: Very Good

WORK EXPERIENCE

IT SUPPORT ENGINEER, SUNRISE RESORTS & CRUISES Febr 2018 – sept 2018

- Monitor network performance and integrity
- Resolve issues tiers of support have escalated by troubleshooting cloud and local infrastructure
- Create, oversee, and test security measures (access authentication & disaster recovery)
- Maintain complete technical documentation
- Suggest improvements to network performance, capacity, and scalability
- Conducting regular network performance tests
- Support all users for accessing the organization's network remotely via VPN
- Dealing with escalated network support issues
- keep all operations running smoothly by resolving complex HW, SW, infrastructure issues
- Resolve customer and partner technical support issues through any channel
- Configure and install software, servers, routers, and other network devices

- Manage the installation and maintenance of hardware and software including workstations, printers, mobile devices, multimedia displays, video conference, …

- Test, plan and supervise the deployment of new operating system releases, vendor patches, commercial software releases, and public domain software

- Responsible for the maintenance, configuration, and reliable operation of computer systems, network servers, and virtualization

- Install and upgrade computer components and software, manage virtual servers, and integrate automation processes

- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing the impact of issues

- Provide documentation and technical specifications to IT staff for planning and implementing new or upgrades of IT infrastructure

- Perform or delegate regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures

- Lead desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely

- Deploy 250 HP Desktop work under domain for the Man agreement Staff & install all the Hotel Applications

- Manage 35 Cisco switches under 15 VLANs (Management & Wi-Fi) all Switches Work Under 1 Core switch in the server Room

- Covering Sunrise Grand Select Crystal Bay with 188 Indoor Aruba AP in all rooms (364 room) & 11 outdoor AP for public areas

- Covering Sunrise Select Garden Beach with 327 Indoor Aruba AP in all rooms (480 room) & 12 outdoor AP for public areas

- Covering Sentido Mamlouk Palace with 276 Indoor Aruba AP in all rooms (530 room) & 11 outdoor AP for public areas

- Deploy file share server with limited quota for every department with shadow copy config. which make it easy for users to restore missing data

- Deploy print server including 35 Xerox printers

- Manage the network in the hotel and upgraded the network devices

- Responsible for 200 cameras under DVR & NVR systems

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware

- Respond to queries either in person or over the phone

- Maintain daily performance of computer systems

- Install, modify, and repair computer hardware and software

- Run diagnostic programs to resolve problems

- Resolve technical problems with LAN, WAN, and other systems

- Follow up with customers to ensure issue has been resolved

- Gain feedback from users about computer usage

- I am fully familiar with Mikrotik server and I do user interfaces design

- Significant experience in creating user interfaces for organizations and companies

- Experience in HTML / HTML5 – CSS / CSS3 – BootStrap – C# –Batch File

system administrator, Security Forces Department, Kafr El-Sheikh, June 2022 – March 2023

I did my military service in the Security Forces Administration in Kafr El-Sheikh for a year, and during the service I planned and implemented a surveillance camera project that was divided into two parts, the IP section and the CCTV section. The second project is the establishment of an integrated network, and the Ministry of Interior granted me (Certificate of Experience in Computers and Networks)

- A domain controller server has been created
- DHCP and DNS are created
- Create Active Directory and add users
- File sharing has been created
- Group Policy Management
- 29 IP cameras, including 3 PTZ cameras, were connected to three external switches and one internal switch to connect to the (VDG sensor server).
- 65 CCTV cameras are installed on Dahua, Hikvision, France Tech and Hi-Look systems.
- An internet network has been created consisting of a router and 6 access points

IT administrator, PINGOO , 11/2023 – 02/2024

(Pingoo Elmashd) is a children's clothing company that manages brands such as (Cotoland – Mamanona – Zaitone – Pingoo). It has an owner company, 9 branches, a factory and a main warehouse.

- Creating a VPN server for the Pingoo Elmashad Foundation
- Create a server (Domain Controller)
- Create a file sharing server
- Create partition sharing
- Create partition sharing and create a Group Policy
- Create a Backup server
- Establishing a server to connect fingerprint devices to the branches
- Solve software problems related to devices
- Install and configure applications
- Solve all technical problems related to network outages
- Constantly reviewing and receiving problems facing various departments, including branches, and working to solve them as quickly as possible to facilitate work.
- Attending meetings with various departments to analyze problems and work to solve them
- Improving the company's programs by setting goals, reviewing changes and providing recommendations
- Visit all branches and work to solve the problems therein
- Dealing with all external parties related to the IT Department, including maintenance of devices and printers
- Responsible for IT department procurement
- Installing and solving problems with fingerprint devices in the administration and branches
- Providing support to solve surveillance camera system problems and repair them

IT administrator, Medical Islands , 03/2024 – present

(Medical Islands) is companies specialized in scientific research, medical analysis, and prequels. They provide references, update them, present presentations, format the message, calculate the sample size, convert the message to Paper, and check the citation percentage for requests to doctors.

- VoIP System management
- Sophos Firewall VPN Site To Site management
- Programming and installation of Litebeam 5G Ac and Pawerpeam 5G Ac devices
- Managing OneDrive between three branches
- Device management remote server RDP
- Create a server (Domain Controller)
- Create a file sharing server
- Create partition sharing
- Create partition sharing and create a Group Policy
- Create a Backup server
- Establishing a server to connect fingerprint devices to the branches
- Solve software problems related to devices
- Install and configure applications
- Solve all technical problems related to network outages

Programming Languages & Skills

- Experience in HTML / HTML5 - CSS / CSS3 - BootStrap - C# -Batch File

My work in (Back-End Developer) projects

..((Click on the link to open the project))..

- 1 – **kafury.com**
- **2 – Elkafury Activation Vip Tools**
- **3 – Design a program to encode and decode texts and symbols in C#**
- **4 – Hotspot Mikrotik Super Speed Company in Iraq**
- **5 –Design Hotspot CSS3–HTML5 responsive to all devices**
- **6 – Hotspot Mikrotik slideTheme CSS3–HTML5–bootstrap**
- **7 – Hotspot Mikrotik** Black Theme
- **8 – Hotspot Flat 2019 design, support for the Arabic user interface**
- 9 **– Hotspot mikrotik is compatible with all devices**

COURSES

- CISCO CERTIFIED NETWORK ASSOCIATE (CCNA) – Self-Study
- Microsoft Certified System Administator (MCSA) – Self-Study

CERTIFICATE

..((Click on the link to open the project))..

- 1 –06/12/2018 Experience certificate from Sunrise Hotel 09/2/2018
- 2- CISCO CERTIFIED NETWORK ASSOCIATE (CCNA)
- 3 – 01/03/2023 Experience certificate from the Egyptian army in the field of i nformation technology
- 4 – 18/04/2023 Experience Certificate from the Ministry of Interior in computers and networks