

Ahmad Elsayed Abdelhameed Ahmad

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EDUCATION

Al-Azhar University, Cairo, Egypt

July 2007

Bachelor of Electrical Engineering

Major: Electronics and Communication

Graduation Grade: Very Good with Honor

Graduation Project: Digital Image Processing and Simulation for Radar Systems

Graduation Project Grade: Excellent

WORK EXPERIENCE

Clinart MENA (Cairo Branch), New Cairo, Egypt

March 2016 to present

IT Supervisor

- Provide company with IT support to the level that ensures a smooth functioning office system and increases the productivity of staff.
- Administrate and maintain the Clinical Database Platforms ensure adherence to the international guideline/regulation. Configure studies which also includes programming on these Platforms.
- Maintains proper security of all data, securing systems from unauthorized internal or external access.
- Manage and maintain Clinart Emails, Storage, Website, Hosting, IT equipment, Servers, Networks and any other (HD/SW) systems. Make proposals to the management about computer systems, suitable for the user.
- Monitor and manage Backup jobs for user's data, database, and applications.
- Maintain inventory of all IT equipment, software and software licenses/certificates.
- Manage all procurements for any IT software, hardware and services required by Clinart.
- Research and evaluate new technologies to meet business needs.
- Maximizes use of hardware and software by training users
- Participate in the process of development and update the department-specific company SOPs and WIs.

Clinart MENA (Cairo Branch), New Cairo, Egypt

November 2011 to December 2015

IT Coordinator

- Support all IT-related functions company-wide and across all branches to the level that ensures a smoothly functioning office system and increases the productivity of staff
- Fulfill all the tasks related to networking, servers, emails and backup management
- Administrate and maintain the Clinical Database Platforms used by Company
- Manage and maintain the company website and hosting

Bassam Group, Dammam, Saudi Arabia

October 2009 to June 2011

Network and Maintenance Engineer

- Design, Install and maintain computer communication networks
- Provide training and supporting for NetSupport Software
- Answer clients' inquiries regarding computer software and hardware
- Develop training materials and procedures, and train users in the proper use of hardware and software

- Design, Install and maintain computer networks and security systems
- Develop self-help documents so customers/employees can try to fix problems themselves
- Log and keep records of customer/employee queries

PROFESSIONAL DEVELOPMENT

- Introduction to Project Management Principles and Practices, a 4-course specialization by University of California, Irvine on Coursera. Specialization Certificate earned on March 14, 2017".
- CompTIA Security+, Global Knowledge, 2016
- GCP Essential Guidelines & Legislation 2016, PharmaSchool, 2016
- Leading Teams, University of Michigan, Coursera, 2016
- Learn Complete Salesforce Step by Step from Scratch, Udemy, 2015
- Training on Administration of Viedoc EDC & ePRO System, PCG Solutions, 2015
- Study Data Tabulation Model (SDTM) Online Course, CDISC, 2015
- Oracle Developer Online Course, Aldarayn Academy, 2013
- Clinical Trail Management System Training, ClinPlus, Dubai, 2013
- Training on Administration of Oracle Clinical and RDC 4.6, Clinart MENA, Dubai, 2012
- CCNA Course, ITeShare, Cairo, 2011
- MCITP Server Administrator Course, New Horizons, Cairo, 2011
- MATLAB Course, Mansoura University, Mansoura, 2007

CERTIFICATES

- MCSA: Windows Server® 2008
- MCITP: Server Administrator on Windows Server® 2008
- MCTS: Windows Server® 2008 Active Directory, Configuration
- MCTS: Windows Server® 2008 Network Infrastructure, Configuration

KEYWORDS SKILLS

- Backup and Disaster Recovery
- H/W and S/W Firewall
- VMware, Oracle VirtualBox and Hyper-V
- CRM Platforms (Podio and Salesforce)
- ERP Platforms (Tally.ERP 9 and Microsoft Dynamics NAV 2015)
- Cloud Hosting, Domain Hosting, Website Hosting
- Google Apps for Business, MS Office 365
- Oracle Database, PL/SQL, SQL, Apache Tomcat, Web development
- Windows, Linux and Mac OS
- SOPs and WIs

VOLUNTEER WORK

Egypt Scholars Organization System Administrator

September 2013 to present

- Manage and maintain the organization email, website and hosting
- Study teams' requirements and suggest state-of-the-art solutions
- Find vendors/consultants/partners to help us run/maintain the required platforms
- Train different team members in using the organization platforms
- Fill tickets to vendors and monitor their relationship and job

PERSONAL DATA

Date of Birth: April 1, 1984

Nationality: Egyptian

Marital Status: Married