

Ibrahim Mekawy

GENERAL INFO

Full Name: Ibrahim Esmael Mekawy
Date of Birth: 5th of January 1996
Nationality: Egypt
Marital Status: Single
Location: Abou Hammad, Sharqia, Egypt



CONTACT INFO

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PROFESSIONAL EXPERIENCE

Jan 2023 to Present
(6 months) **Technical Support Engineer at Travelyalla**

- Provides remote technical support through communication with our customers and agents.
- Research and identify solutions to software and hardware issues.
- Prepare accurate and timely reports.
- Support tickets coordination and follow up.
- Contribute and give employee-Training on new systems functionalities.
- Support customers and company engineers by providing troubleshooting/knowledge transfer.

Nov 2021 to Dec 2022
(1 year and 1 month) **Network Engineer at EMAC**
Cairo, Egypt
Industry: Construction - Industrial Facilities and Infrastructure
Company Size: 51-100 employees

- Doing site survey visits and identifying client and project requirements.
- Responsible for the maintenance, configuration, and reliable operation of computer systems, network servers, and virtualization.
- Perform or delegate regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures.
- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues.
- Design and deploy new network architectures.

Jan 2021 to Oct 2021
(9 months) **It Specialist at Shifa Hospital**
Cairo, Egypt
Industry: Hospitality/Hotels. Company Size: 51-100 employees

- Installing, configuring and supporting network equipment including routers, servers, switches, Firewalls and Access point.
- Administrating the Backup Solution to maintain the data availability (veeam backup).
- Installing and configuring Windows server hardware and software Experience on the implementation of Active Directory Users, Computers, OUs, Groups, DHCP, DNS and GPO.
- Installing and configuring Kaspersky security center 13.
- Manage PC setup and deployment for new employees using standard hardware, images and software.

- Oct 2019 to Dec 2020 (1 year and 2 months) **Infrastructure Engineer at Armed Force**
Egypt
 - Supervise and contribute to network infrastructure installations.
 - Configure and troubleshoot basic network devices.

- Feb 2016 to Jul 2018 (2 years and 5 months) **Customer services agent + Technical support at ECCO Outsourcing**
Cairo, Egypt
Company Size: 51-100 employees

- Mar 2014 to Jan 2016 (1 year and 10 months) **Supervisor at Charleville Gas**

EDUCATION

- 2019 **Bachelor's Degree in Engineering in Communication & Electronics.**
Obour High Institute For Engineering and Technology, Egypt
Overall Grade: Very Good

ACHIEVEMENTS

Implementation of the automated attendance system in all branches of the General Authority for Investment and Free Operations & Work within a team to implement network infrastructure projects for places belonging to the Holding Company for Water and Wastewater..

CERTIFICATES AND TRAININGS

- Aug 2022 **Microwave and Optical Transmission** at NTI
- Apr 2022 **CCNP**
- Mar 2019 **CCNA**

LANGUAGES

- Arabic: Fluent.
- English: Advanced.

SKILLS

- Advanced in Teamwork and Microsoft Office.
- Intermediate in Problem Solving, Sales, Network Administration and Network Security.



CERTIFICATE OF COMPLETION

THIS CERTIFIES THAT

Ibrahim Esmael Mustafa Mekawy

Has successfully completed **Digital Egypt Youth Program**

Advanced Network (CCNP)

April 2022

With Score : 90%

Student ID: 28571

PROJECT MANAGER


NTI DIRECTOR



Ministry of Communications
and Information Technology



CERTIFICATE OF COMPLETION

THIS CERTIFIES THAT

Ibrahim Esmael Mustafa Mekawy

Has successfully completed **Digital Egypt Youth Program**

CCNA v7

Sept 2021

With Score 90 %

Student ID: 28571

Duration : One Month


NTI DIRECTOR