



Mohamed Khalaf

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DATE OF BIRTH

July 19, 1995

SKILLS

- CCNA.
- MCSA - Windows Server.
- Firewalls (Sophos , Fortigate)
- Endpoint Protection Web And Mail Hosting
- IT Essentials (PC Hardware , Software).
- Microsoft Office.
- Virtualization Vmware.
- HTML.
- CSS.
- JavaScript
- SQL Server.
- Problem Solving
- Communication Skills

LANGUAGES

Arabic - English | Good

EDUCATION

Graduated from :
ElShorok Academy |
Bachelor's degree
Management Information
Systems

RESUME SUMMARY

IT Specialist technical support, managing IT operations, and supporting users with a variety of technical issues. Skilled in aligning end-user needs with long- term resolutions to complex IT challenges.

PROFESSIONAL SUMMARY

- Installed and configured computer hardware, software, systems, network printers and scanners, Finger-Print Devices, IP-Camera and NVR
- Configuring, Managing & Maintaining company internal system as well as company's projects systems related to VMware products on ESX platform including and not limited to vSphere, vCenter , & VMware view .
- Create Domain Server and DHCP Server (Create group Policies).
- Configuring , Managing & Maintaining company internal system as well as company's projects systems related to Microsoft products on Windows server 2016 & 2019 platform including and not limited to Active Directory (AD), Domain Name System (DNS), Dynamic Host Configuration Protocol (DHCP), Group policy (GP) ,Print Server , File Server.
- Create File Share (Permission For every User and Create User and Organization Unit and Groups).
- Installing VMware (Vsphere - ESXI – Create VMs Machines).
- Making Backup (Install Server Backup and Management).
- Setup and Deploy operating systems and Applications for new laptops and desktops.
- Handling of the Basic Network configuration, Cabling and Installation of the IT infrastructure
- Make Configuration (Switches – Routers - managed firewall).
- Managed all network resources.
- Managed and configured servers to work smoothly.

Military Service completed

WORK HISTORY

7/2024 - present

APEX Pharma |
System Admin

- System Administrator.
- Monitored servers and switches traffic and managed firewall.
- Server backups and troubleshooting activities.
- Deploy Firmware updates, Service Packs and Applications updates.
- Managed employees ensuring successful operations of day-to-day business processes.
- Dealing With Web And Mails Hosting (Bluehost & Link Datacenter & Hostinger).
- Create And Manage Emails And Emails Backup.
- Installing Mail Outlook (POP3-IMAP).
- Create And Manage Firewall Rulls And Policies (Sophos & Fortigate).
- Dealing With Bitdefender Endpoint Protection - Advanced Devices Security
- Installed new PC workstations and laptops with Windows and Programs.
- Installing And Manage VMware Products (Vsphere - ESXI – Create VMs Machines).
- Installed And Configured windows server.
- Create And Manage (Domain Server, DHCP Server, Group Policy, Folder Sharing With Permission For every User.
- Create And Manage Databases Servers (SQL Server)
- Making Backup (Install Exec Server Backup and Management).
- Installed And Managed New IP-Cameras And NVR
- Installed And Connect fingerprint devices And Network Printers
- Performed successful hardware and software repairs per week.
- Handling of the Basic Network configuration, Cabling and Installation of the IT infrastructure
- Worked with network issues for Lan ,Wan and Access points.
- Install, modify, and repair computer hardware and software.
- Supported end user problems.

10/2022 - 7/2024

HD Textile |

IT Specialist

- Supported end user problems.
- Admin For Mousa Soft ERP System.
- Installed new PC workstations and laptops with Windows and MS Office.
- Installed And Configured windows server 2019.
- Create And Manage Group Policy.
- Create And Manage Folder Sharing.
- Installed And Managed New IP-Cameras And NVR
- Installed And Connect fingerprint devices And Network Printers
- Performed successful hardware and software repairs per week.
- Handling of the Basic Network configuration, Cabling and Installation of the IT infrastructure
- Install, modify, and repair computer hardware and software.
- Problem Solving

07/2019 - 07/2021

Internship

J&K |

IT Helpdesk Technician

- Installed new PC workstations and laptops with Windows 10 and MS Office 365.
- Dealing with windows server 2019
- Performed successful hardware and software repairs per week.
- Slashed update times for systems & software by 30% through automation.
- Reduced downtime for 100+ machines by 22% by scheduling and performing regular maintenance of hardware and software.
- Connect fingerprint devices
- Problem Solving