Mohamed Mohamed

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Career Objectives: I am a highly motivated individual. I am looking for a challenging position where my experience, accomplishments and goals will allow me the opportunity for career growth. I will bring a positive attitude and the desire to do the best job possible.

Work Experience:

Netgain Technology

Technical Support Engineer

Jan 2020- Present

- Vmware Management
- RDS server management
- Windows Server (2008, 2012, 2016)
- Data Center experience
- Kaseya, Dameware, RDS, Teamviewer
- Networking experience (Meraki, Juniper, CISCO business, Sonicwall, and Watchguard) ● Expertise in Exchange 2007, 2010, 2013, office 365 (exchange)
- Creating and deploying windows/Linux servers
- Microsoft Azure Management
- Cisco UCS blades
- Telephony servers - Lync 2013, and Interactive intelligence (i3)
- Citrix - Xenapp, Receiver, Xenserver, and Xencenter.
- Storage management - Veeam, Netapp, EMC, AWS
- Making company wide changes for clients
- Ticketing system (service now, cherwell, Connectwise, and sharepoint)
- Windows Server Management (AD/DNS/DHCP/GPO/DFS/Applications)

OneNeck IT Solutions

Systems Administrator II

October 2015-December 2019

- Vmware Vsphere- Managing Servers/Hosts, expanding drives for servers, creating virtual machines, cloning and replication.
- Cisco UCS
- Vmware Versions I've worked with - 3,4, and 5
- Expertise in Exchange 2007, 2010, 2013, office 365 (exchange)
- Good with Citrix - Xenapp, Receiver, Xenserver, and Xencenter.
- Renewing certs for exchange, websites, VPN boxes, and IIS
- Window Server 2003, 2008, 2012, 2016
- Remoting software - Kaseya, ASG, and Secure Connect
- Very experienced with Active Directory
- Windows 7, 8, and 10
- Vmware View, and Administrator - Helping individuals get to the virtuals, creating pools in which they can connect to
- Vmware ESX
- Microsoft Azure Management
- RemoteApp and Desktop Connections
- Storage management - Veeam, Netapp, EMC, AWS
- Patching & Antivirus management for servers/workstations

Emergent Networks

April 2014 - October 2015

Service Desk Technician (Tier 2)

- Vmware Vsphere - Managing Servers/Hosts, expanding drives for servers, creating virtual machines, cloning and replication
- Vmware View, and Administrator - Helping individuals get to the virtuals, creating pools in which they can connect to,
- Very solid with exchange 2013, 2010, and 2007
- Support over the phone
- Familiar with Citrix - Xenapp, Receiver, Xenserver, and Xencenter.
- Ticketing system I current use is Connectwise
- Renewing certs: Mail servers, and websites.
- Backup programs I've used: Veeam, Vranger, Networker, VDP,and Intronois. ●
Wyse Terminals
- Window Server 2003, 2008, 2012
- Microsoft Exchange - 2003, 2007, 2010, and 2013.

- Telephony servers - Lync 2013, and Interactive intelligence (i3)
- Juniper Systems - Firewalls, switches, and gateways.

St. Jude Medical

November 2013 - April 2014

Service Desk Analyst

- Helpdesk
- DRA (Active Directory)
- Support over the phone
- Mobile troubleshooting
- Supporting over hundreds of software
- Ticketing system (Remedy)
- Hardware
- Knowledge base (Sharepoint)
- Remoting in
- Password resets
- Internet troubleshooting
- Network monitoring

Verifications Inc.

2013 (2 month contract position) June-August

-Software Support Specialist

- Helpdesk
- Programming
- Password resets
- Building database systems
- Software issues
- Internet browser issues
- Support over the phone

Summary of Qualifications:

-Self-Motivated, friendly with positive attitude

-Well organized and responsible

-I am well experienced. Have worked with all kinds of operating systems such as, Windows 8, Windows 7, Window professional, Windows Vista, and IOS. Worked with HP, Dell, Mac, Toshiba, Gateway, Lenovo, and Acer products. I have a lot of experience with server environments (mail servers, citrix, app servers, phone servers (Lync, and i3), file servers, and active directory servers.

-Leader, team player and maintain a professional manner at all times

-Problem solving with detail, accuracy, responsibility and dependable.

-Quick learner

- I am willing to travel.

-Communication effectively in verbal and writing format.

Education:

-Eastview High School

-Graduation date 2013

-Cisco Course 2011-2012

- Networking
- Hardware
- Routers
- Modems
- Configurations of networks
- Motherboards
- Ram
- Hard Drives
- Processors

- Minnesota School of Business (MSB)

-Information Technology Program

- Languages: Arabic, and French.