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SUMMARY

System Administrator and IT Specialist with 4+ years of experience managing on-prem infrastructure across 5 sites, check supporting 100+ users and 35+ endpoints. Strong expertise in virtualization, Docker/LXC, networking, firewalls, and storage (RAID/ZFS). Delivered reliable infrastructure for large-scale live events serving 100+ systems, reduced bandwidth consumption by terabytes, and cut cloud costs by \$3,000+ through self-hosted solutions and automation.

WORK EXPERIENCE

FWZ previously known as Gamers Lounge

Jul. 2023 – Present

System Administrator - IT Specialist

- Managing and maintaining on-prem servers using the latest virtualization technologies.
- Deploying and managing containers using Docker and LXC.
- Administering company-wide systems for ERP, cloud storage, password manager, and inventory manager.
- Managing company domains, local DNS, and SSL certificates.
- Managing and monitoring on-prem storage using RAID Arrays and ZFS partitioning.
- Setting up and configuring large-scale network hardware.
- Setting up local firewalls for 5 sites with site-to-site VPN.
- Implementing and managing Zabbix monitoring system for 35+ computers.
- Administering Google Workspace (Gmail, Admin Console), including user provisioning and permissions for 100+ employees.

Gamers Lounge

Jul. 2022 – Jun. 2023

IT Helpdesk

- Managing inventory and Hardware requirements for office needs.
- Troubleshooting and fixing hardware and software-related issues.
- Setting up and managing CCTV security systems across 5 remote locations with over 30 cameras.

Canotech

May 2018 – Jun. 2022

Technician: Photocopiers and Printers

- Maintaining and managing more than 100 Canon photocopiers, including setup.
- Training more than 50 client employees on the photocopier machines and software.

EDUCATION

Ain Shams University

2020

Bachelor of Business

SKILLS & Technologies

- **Skills:** Quick learner with adaptability to new technologies, Strong problem-solving and analytical thinking, Troubleshooting, Critical thinking, Attention to detail, Time management, Task prioritization, Team collaboration, Documentation and technical writing, Ability to work under pressure, Incident response, Continuous learning mindset, Technical support, Reliable, Jira, Sophos Firewall, Hardware maintenance, Bulk software installation, Active Directory, VLAN configuration, Python programming, Docker, Windows SCSI, Network administration.
- **Technologies:** Linux, Virtualization, Networking, Firewalls, AWS, CI/CD, Git, VPN

PROJECTS

- Leading teams of 80+ people to set up and deliver reliable solutions in live events such as:
 - [Esports Summit\(ESS\)](#), [Red Bull Login](#), [IAC Final 2022](#), [WarPros](#), [Sona'ay ELfawda](#), [Proseed](#), [Campus Cultch](#)
- Engineering and building a fully functional [Linux Arcade Machine](#).
- Using web scraping and APIs, created a fully automated [quota management](#) warning system.
- Using LanCache, created a local server that handled download requests across 100+ local computers, saving terabytes of bandwidth.
- Integrated private, self-hosted AI into web applications using Ollama's REST API, saving 3000+ dollars in cloud computing costs.