

# IBRAHEM GERGEUS

## IT - SPECIALIST

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### Objective

Experienced IT Specialist with over 9 years in technical support, system administration, and network management. Proficient in configuring servers, managing firewalls, and leading IT projects. Seeking a challenging role to leverage my expertise in innovative technologies and contribute to organizational success.

### Experience

#### **IT – System Administrator**

**Khalil Pharmacy Co, | Alexandria, Egypt. ( Full Time )**

**April 2015 – present**

- Install, configure and managed Network and Firewall Sophos UTM 9 through VMware Server to manage access control through VPN.
- Install, configure and manage Active Directory, servers for Application and Sharing Data Permissions.
- Install and manage Exchange server 2016 for Internal Email Exchange.
- Configure and manage QNAP for Backup plan.
- Plan and Execute software Upgrade plan for Softech Smart Business (POS Application) and analysis technical issues with Developers.
- training end users to work smoothly with new updates.
- Lead IT Team to resolve technical issues for 1<sup>st</sup> and 2<sup>nd</sup> level support and collaborate with them to implement IT Projects.

#### **IT – Technical Support**

**Modern Wan Technology Co, | Alexandria, Egypt. ( Full Time )**

**March 2014 –**

**April 2015**

- Install, manage and update servers AD and Network Infrastructure for small and medium companies.
- Manage firewall Sophos and built VPN Site to Site between 2 Branches.
- Install, configure and manage ESXI Server and setup virtual servers Machines on it to manage AD to our clients.
- Setup network and patch panel from scratch for Computers and Camera system surveillance.

#### **IT – Technical Support**

**Blue Diamond Co, | Alexandria, Egypt ( Part time – Freelance)**

**February 2020 – Present**

- install, manage and fix technical issue with computers and laptop
- install File server and manage Users and Permission
- Build Network wired and wireless to keep all devices connected and work smoothly

## **IT – Technical Support**

**Cosmo Pack Factory, | Alexandria, Egypt ( Part time – Freelance)**

**June 2018 – Present**

- Configure network and wireless control to handle access to Internet
- Build Server and AD and manage Users and permission
- Fix technical issues for 1<sup>st</sup> and 2<sup>nd</sup> level support remotely and on site

## **Projects**

### **Exchange Server 2016**

**February 2021**

- Implement and manage Exchange Server 2016 at Khalil Pharmacy Co. for internal communication and data exchange between 42 Branch and HQ.

### **Firewall Sophos**

**January 2019**

- Install, configure from scratch Sophos UTM 9 Firewall to manage Internet Bandwidth and web control to reduce Internet Usage 60%.

## **Technical Skills**

- Windows Server 2016 & 2019.
- Exchange server 2016.
- Windows 10 & 11.
- Microsoft office.
- VMware & ESXI server.
- HTML5
- CSS3
- Bootstrap
- WordPress

## **Courses**

- **CCNA (Self Study)** **October – December 2017**  
Learned Network Skills, TCP/IP, NAT, DHCP, Subnetting and routing concepts that help me to build and manage Firewall from scratch.
- **MCSA (Self Study)** **July – October 2017**  
Windows server management, AD and Exchange 2016 which helped me to manage servers and Exchange Mail server

## **Language**

- Arabic ( Mother Tongue )
- English ( B1 )
- Deutsch ( B1 )

## **References**

- Dr Salma Saad Eldin – Deputy HR Manager at Khalil pharmacy  
+201001170711.
- Eng - Hesham Ezzat – IT Manager at Khalil pharmacy - +201017659281.