

# Fady Makram William

6th of October, Giza, Egypt.

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[LinkedIn](#)

## Summary

IT Consultant with 10+ years of experience well demonstrated history of working in the information technology services industry. Very highly skilled in LAN/WAN infrastructure, System Administration, Web services, VOIP, CCTV, and Technical Support.

## Professional experience

### Jobzella Junior DevOps Engineer

Cairo.  
April 2020 - Present

- Entirely responsible of ([jecruiter.com](#)) project.  
(Bitbucket - Docker – Jenkins (CI/CD) - AWS/EC2 - Database - S3bucket - Load balancer - Auto scaling - Elastic Search)
- Entirely responsible of ([crm.jobzella.com](#)) project.  
(Bitbucket - Docker – Jenkins (CI/CD) - AWS/EC2 - Database - S3bucket)
- Entirely responsible of ([Jobfair.jobzella.com](#)) project.  
(Bitbucket - Docker – Jenkins (CI/CD) - AWS/EC2 - Database - S3bucket - Load balancer - Auto scaling)
- Entirely responsible of ([www.himmetna.com](#)) project.  
(Bitbucket - Docker – Jenkins (CI/CD) - AWS/EC2 - Database - S3bucket - Load balancer - Auto scaling - Elastic Search)
- Build, deploy, and scale the high-traffic services for applications on AWS.
- Manage and develop CI/CD pipelines, automation and scripting.
- Build Docker images and ensure the quality and the functionality of Docker environments including maintenance and troubleshooting operations.
- Configure system dependencies to avoid conflicts.
- Collaborate with team members to ensure data delivery, consistency, and integrity.
- Implement security policies and disaster recovery plans.

### Jobzella Senior System Administrator

Cairo.  
April 2019 - Mach 2020

- Network infrastructure and system implementation of a Domain environment running on WS2K8 R2.
- Install, maintain, manage, and troubleshoot software, hardware and network resources such as servers, workstations, NVR, NAS, switches, UPS, laptops, cabling, labeling...etc.
- Ensure data and communication security evolution over pFSense firewall rules, routing, and VPN client to site.
- Manage ZK attendance solutions.
- Manage and maintain the VOIP solution Elastix Call Center (By Arkan Company).
- Provide technical support and escalation follow-up until the delivery of the best solution of technical issues facing both Jobzella Egypt and Saudi Arabia teams.
- Prepare and deliver all required equipment for new hires and email at Google G-Suite.
- Ensure systems stability and availability by monitoring systems performance and productivity.
- Repairing and/or replacing equipment as necessary.
- Monitoring and maintaining computer systems and networks.

### Faraana Reef Resort \*\*\*\* IT Manager

Sharm El-Sheikh.  
July 2013 – April 2019

- Responsible for the entire IT department including resources, operations, development, budget management, evolution documentation and tight situations management.
- Faraana Reef Resort used "Egypto Soft" Products:  
(Concerto – Back Office – Stock – Call Accounting Manager System).
- Act in harmony with user needs and system functionality to contribute to organizational policy.
- Ensure the security of data, network access and backup systems.

- Responsible for technical support and intervening for remote IT consultations or by moving in the event of a disaster.
- Design, develop, implement and coordinate systems, strategies and procedures.
- Manage the annual budget and ensure profitability.
- Plan, organize, control and evaluate IT operations.
- Processing and monitoring of offers with suppliers, software companies and website designers.
- Preserve assets, information security and control structures.
- Perform server's firmware upgrade.
- Administration of IT services such as:
  - Property Management System.
  - LAN, WAN and VPN for staff and guests as required.
  - Strategies, access control, documentation and procedures.
  - VIOP, IPTV and CCTV.
  - Dynamic display and hotel info channel's content.
  - House music solution.
- Network infrastructure and implementation within the Domain environment managed by servers running on WS2K3 R2 then migrated to WS2K8 and recently to 2K16.
- Put in place and ensure the best functionality of VPN connection between remote sites and the head office.
- Implement and configure NAS devices for sharing files system over credentials for more information security and availability.
- Implement and manage the sound system and equipment of house music solution.
- Design and podcast a local info channel.
- Coverage of the whole hotel to a wireless network to serve the guest by internet access charging cards via Mikrotik server.
- Implement and configure ZK attendance systems.
- Monitoring and maintaining computer systems and networks.

**NoosKarting - Cairo West**  
**Senior IT Consultant**

Dandy Mega Mall, 6th of October.  
 April 2019 – Present

- Network and system infrastructure
- Solution's equipment implementation and configuration based on Ubuntu Server 20.04.2 LTS.
- Implement and configure track management
- Transponders, Decoder, loops, Scoreboard, and light board with [RaceFacer](#) for race management applications.
- Implement and configure CCVT.
- Implement and configure ZK attendance systems.
- Implement Car Racing Track  
["RaceFacer"](#) | Go Karting Timing Software & Hardware solutions.

**Moon Resort**  
**Senior IT Consultant**

Marsa Alam.  
 June 2017 – March 2018

- Network infrastructure and system implementation of a Domain environment running on WS2K8 R2.
- Moon Resort used "Egypto Soft" Products:  
 (Concerto – Back Office – Stock – Call Accounting Manager System).
- Implement and configure CCVT.
- Deployment and configure and managing and troubleshooting the web hosting and C panel such as forwarding, DNS zones, mails, web design
- Coverage of the whole hotel to a wireless network to serve the guest by internet access charging cards via Mikrotik server.

**Noos Karting**  
**Senior IT Consultant**

Sharm El-Sheikh.  
 March 2013 – Present

- Network infrastructure and implementation within the Domain environment managed by servers running on WS2K3 R2 then migrated to WS2K8.
- Implement and configure track management Transponders, Decoder, loops, Scoreboard, and light board with SMS-TIMING for race management applications.

- Implement and configure CCVT.
- Implement and configure ZK attendance systems.
- Implement Car Racing Track  
"SMS-TIMING" | Karting Timing Systems for Rental Tracks.

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**Faraana Reef Resort \*\*\*\***  
**Assistant IT Manager**

Sharm El-Sheikh.  
December 2012 - July 2013

- Network infrastructure and implementation within the Domain environment managed by servers running on WS2K3.
- Faraana Reef Resort used "Egypto Soft" Products:  
(Concerto – Back Office – Stock – Call Accounting Manager System)
- Maintain, manage, and troubleshoot software, hardware and network resources such switches, UPS, laptops, cabling, labeling...etc.
- Implement and configure Network Storage (WD My Book World Edition) to share and manage work files on the network with credentials for more security and availability
- Follow up with end-users to ensure the issue has been resolved.
- Repairing and replacing equipment as necessary.
- Monitoring and maintaining computer systems and networks.

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**WHREgypt, Laguna Beach \*\*\*\***  
**Assistant IT Manager**

Marsa Alam.  
October 2012 – December 2012

- Laguna Beach is (Ex. Ann Nakary bay resort 4 Stars - 95 rooms).
- Ann Nakary bay resort used ACT-EG Products:  
(Sun v4.3.3 - Oprea - MatrialControl- POS - Call Accounting Manager System).
- Network infrastructure and implementation within the Domain environment managed by servers running on WS2K3 R2.
- Fiber optic and Cisco equipment based Network infrastructure.
- Implement and configure Electronic door Locks for 95 rooms.
- Coverage of the whole hotel to a wireless network with Ubiquiti devices and configuration managed via Mikrotik server to provide a charged WiFi connection for the guests.

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**WhrEgypt, Berenice Resort \*\*\*\***  
**IT Supervisor**

Marsa Alam.  
March 2012 - October 2012

- Berenice Resort is (Ex. Zabargad Berenice Resort 4 Stars - 115 rooms).
- Network infrastructure and Work Group environment implementation.
- Coverage of the whole hotel to a wireless network with Ubiquiti devices and configuration Server Mikrotik to serve guests to access the internet by charging cards.

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**Zabargad Berenice Resort \*\*\*\***  
**Senior IT Specialist**

Marsa Alam.  
September 2010 – February 2012

- Zabargad Berenice Resort 4 Stars - 115 room.
- Network infrastructure and Workgroup based environment implementation.

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**(N.N) Manufacturing Clothing Company**  
**IT Specialist**

EI-Mahalal El-Kobra.  
September 2009 - August 2010

- Network infrastructure and Workgroup based environment implementation.

## Technical Skills

### Operating Systems:

- Windows Server 2003:2016 (Active Directory - Group Policy - DHCP - DNS - Backup).
- Windows 7 / 8 / 10 and all previous versions.

- Ubuntu.
- MacOS.

#### Enterprise and Property management Systems:

- ACT-EG Products:  
(Sun v4.3.3 – Oprea – MatrialControl – Call Accounting Manager System)
- EgyptoSoft Hotel Management Products:  
(Concerto – Back Office – Stock – Call Accounting Manager System)
- Alpha Sound System Manager (By Alpha Electronics).
- FAST Timing System (SMS-Timing "Racing management software").
- RaceFacer Go Karting System (RaceFacer "Go Karting Timing Software & Hardware solutions").

#### CCTV:

- Work with all kinds of camera systems (DVR - NVR).

#### Web Services:

- Mail and Web hosting and shared hosting.
- Web design via WordPress and Joomla.

#### Remote Support and Administrating Applications:

- LogMeIn & Ammy & AnyDesk.
- Remote Desktop connection.
- Team Viewer all previous versions.
- Net Support Manager, all previous versions.

#### Presentation Applications:

- ProShow.
- Windows Movie Maker.
- Photoshop all previous versions.
- Microsoft Power Point all previous versions.

#### Certifications:

- Internet Safety.
- IT Essentials PC Hardware and Software Version 4.0 from Cisco Academy.
- (Cisco Academy Connection ID: 6716825).
- MCSE (Self-study).
- MCITP (Self-study).
- Red Hat Enterprise (RH124) – System Administration I (Self-study).
- AWS Certified Architect – Associate (Self-study).

## Education

**Tanta University**  
Faculty of Law

Graduated June 2009

## Languages

English Proficient  
Arabic Native