



Alaa Yahia Mohamed

IT System Administrator

Infrastructure Engineer | Network Engineer

CONTACT

+965 6900 4443

WhatsApp available

alaayahia606@gmail.com

Block 1, Farwaniya, Kuwait

CERTIFICATIONS

Cisco Certified Network Associate (CCNA)

Exam: 200-301

Issued: 17 Jul 2026 · Expires: 17 Jul 2029

CORE SKILLS

Networking & Security

- Cisco routing & switching (VLANs, STP, OSPF)
- ACLs, NAT, DHCP, DNS, TCP/IP, subnetting
- FortiGate firewall (60F) & VPN

Systems & Virtualization

- Windows Server & Linux server administration
- Active Directory, Group Policy (GPO)
- VMware vSphere / ESXi / vCenter

Backup, Storage & Recovery

- Veeam Backup & Replication
- Synology NAS & storage administration
- Data recovery & hard drive repair

Monitoring & Operations

- Zabbix & Wazuh monitoring
- IT help desk & technical support (software & hardware)
- Server setup, configuration & maintenance
- Printer & copier maintenance

PROFESSIONAL PROFILE

IT System Administrator and Infrastructure Engineer with hands-on experience in enterprise IT infrastructure, Windows and Linux server environments, networking, virtualization, backup and recovery, storage, security monitoring, and business-critical applications. Experienced with VMware vSphere, Veeam Backup & Replication, Synology NAS, FortiGate, Active Directory, Zabbix, and Wazuh. Combines infrastructure administration with practical troubleshooting, IT operations, and application support.

PROFESSIONAL EXPERIENCE

IT System Administrator

Sep 2026 - Present

Almowazi Capital · Kuwait

- Support IT infrastructure and business-critical systems, perform operational checks, and troubleshoot server, network, and application availability issues.
- Administer and troubleshoot Linux server environments, including services, application availability, connectivity, and storage/repository-related issues.
- Support VMware ESXi, vCenter, and virtual machine operations; investigate virtualization and infrastructure alerts.
- Monitor Veeam Backup & Replication jobs, troubleshoot backup failures, and support repository management and recovery readiness.
- Support Synology NAS storage, monitor capacity and availability, and troubleshoot storage and backup-related issues.
- Configure and troubleshoot FortiGate firewall policies, VPN connectivity, and network security issues.
- Support Windows Server services including Active Directory, Group Policy, DNS, DHCP, and user/device administration.
- Use Zabbix and Wazuh to monitor infrastructure health, review alerts, and investigate system or security events.
- Monitor business-critical applications and trading-related services, document operational checks, and coordinate incident resolution.

System Administrator

Oct 2025 - Aug 2026

Al Mashreq Car Rental Company · Kuwait

- Performed full decommissioning and rebuilding of server and firewall infrastructure in collaboration with vendors, ensuring network stability and security compliance.
- Deployed, configured, and maintained additional production servers; established and managed a company-wide Active Directory domain across all endpoints.
- Managed Group Policy Objects (GPO) within Active Directory to enforce security policies, access restrictions, and user/device-level permissions across the organization.
- Administered FortiGate 60F firewall; diagnosed and resolved VoIP phone and network connectivity issues.
- Performed hardware upgrades and full workstation migrations with zero data loss.
- Diagnosed storage failures and performed advanced data recovery operations with transfer to external storage.
- Provided full maintenance and technical support for Ricoh and office printers (hardware, drivers, connectivity, print quality).
- Monitored system performance and ensured regular backups and data availability across all critical systems.
- Developed an internal real-time company chat app (Python/Flask, WebSockets, SQLite) with private and group messaging, voice notes, voice/video calls, and an installable PWA; ongoing development toward external customer use.

Senior IT Support Engineer

May 2024 - Sep 2025

Al Alameen Catering · Kuwait

- Designed and built the company's entire IT system from the ground up across all branches.
- Selected, procured, and installed computers and network devices for all branch locations.

(Ricoh)

Professional

- Problem solving & decision making
- Time management & meeting deadlines
- Teamwork & communication

LANGUAGES

Arabic — Native

English — Intermediate

EDUCATION

Bachelor's Degree in Management Information Systems

Mansoura University · 2014 – 2017

- Set up and configured the company server from scratch to support daily operations.
- Created and managed the company domain and Active Directory environment, including user accounts, access permissions, and workstation domain integration.
- Connected all branches through MikroTik routers deployed at branch locations, with a FortiGate firewall managing the main branch.
- Developed and implemented a centralized telephone/communication system linking all branches together.
- Supported inventory control and warehouse systems; maintained and troubleshooted inventory tracking and stock control systems used by warehouse and sales teams.
- Generated and verified monthly reports to ensure accuracy across sales and inventory data.
- Provided full maintenance and repair for Ricoh copiers and office printers, covering hardware and software issues.
- Led IT support operations end-to-end and served as the senior technical point of contact for all branches.

IT Support Engineer

Dec 2020 – May 2024

Obour Land Company · Egypt

- Managed and maintained a VMware virtualization environment supporting the company's existing systems.
- Implemented Group Policy Objects (GPO) within the existing Active Directory environment to strengthen security policies and access control.
- Deployed and managed Sophos endpoint security to protect company systems and data from threats.
- Diagnosed and resolved connectivity issues, including internet/network problems and user login errors.
- Managed the company email system, handling account setup, monitoring, and issue resolution.
- Administered the fingerprint and facial recognition attendance system, ensuring accurate staff attendance tracking.
- Supported IT infrastructure and systems across offices and warehouses, ensuring stable connectivity for daily operations.
- Coordinated with suppliers and internal teams through company systems, managing price offers and records digitally.

IT Support Technician

Aug 2019 – Oct 2020

Sunny Days Hotel · Egypt

- Provided technical support to hotel staff across all departments, covering software, hardware, and network issues.
- Built and configured the hotel's server infrastructure from scratch.
- Deployed and managed a VMware virtualization environment to support hotel systems.
- Partitioned, customized, and optimized system components to improve performance and reliability.
- Maintained network connectivity across hotel departments and resolved issues promptly.

IT Help Desk

Jun 2017 – Jun 2019

SSP Company · Hurghada International Airport, Egypt

- Provided first-line technical support for POS systems, computers, and network devices at duty-free retail outlets.
- Troubleshooted software and hardware issues on cashier terminals and printers to minimize downtime.
- Assisted in setting up and maintaining network connectivity for retail systems.
- Kept customer-facing systems running smoothly during peak travel hours.
- Coordinated with vendors for hardware repairs and equipment replacement.