

# MAHMOUD M. HOSNI

## PERSONAL INFO

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**First name:** Mahmoud  
**Last name:** M. Hosni  
**Date of birth:** 15/05/1977  
**Web:** [www.mahmoudhosni.com](http://www.mahmoudhosni.com)  
**Nationality:** Egyptian  
**Address:** 3305 Almadina Almunawara Road, Riyadh 12981-7752, Saudi Arabia  
**Mobile number:** 00966-58-1234856  
**Email address:** [m\\_m\\_hosni@hotmail.com](mailto:m_m_hosni@hotmail.com)

## PROFILE

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To pursue a successful career in a big company, where I can apply my excellent organizational and communication skills, professionalism and enthusiasm in the field of IT.

## WORK EXPERIENCE

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|---|--|--------------------------|
| <i>Saudi Map "Riyadh Municipality Project"</i><br><i>Riyadh</i><br><i>Saudi Arabia</i>    | <b>Operation and Network Division Manager</b>  | <b>09/2015 – 12/2016</b> |
|   | <ul style="list-style-type: none"><li>• Implement &amp; administrate infrastructure solutions within project.</li><li>• Managing internal data center mainly servers, storage and backup.</li><li>• Participate in implementing &amp; administrating internal security solutions.</li><li>• Participate in Project Management.</li><li>• Decides the needs of upgrade or purchase for software &amp; hardware.</li><li>• Manages technical resources within project budget.</li><li>• Review and execute IT department ISO 9001/2008 policies and procedures.</li></ul>  |                          |
| <i>Alkan Arabia "Riyadh Municipality Project"</i><br><i>Riyadh</i><br><i>Saudi Arabia</i> | <b>IT Manager</b>  | <b>10/2012 – 08/2015</b> |
|   | <ul style="list-style-type: none"><li>• Implement &amp; administrate infrastructure solutions within project.</li><li>• Managing internal data center mainly servers, storage and backup.</li><li>• Participate in implementing &amp; administrating internal security solutions.</li><li>• Participate in Project Management.</li><li>• Decides the needs of upgrade or purchase for software &amp; hardware.</li><li>• Manages technical resources within project budget.</li><li>• Develop IT department ISO 9001/2008 policies and procedures.</li><li>• Participate in RFP for new projects "IT section".</li></ul> |                          |
| <i>Giza Systems</i><br><i>Giza</i><br><i>Egypt</i>  | <b>Information Security Officer</b>  | <b>08/2008 – 09/2012</b> |
|   | <ul style="list-style-type: none"><li>• Develop and implement an ongoing risk assessment program targeting information security and privacy matters.</li><li>• Recommend remediation for detected security vulnerabilities.</li><li>• Develop and implement an incident report and response system.</li></ul>  |                          |

## WORK EXPERIENCE

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- Coordinate the development of information security policies and procedures with company's other departments.
- Develop an internal training program on information security and privacy matters for company's employees.
- Participate in implementing & administrating internal security solutions.

***Giza Systems***   **Technical Support Leader and Manager**   **04/2006 – 09/2012**

*Giza  
Egypt*

- Participate in implementation & administration for internal infrastructure solutions.
- Participate in managing for internal data center mainly in servers, storage and backup.
- Participate for review, approve and implement new IT solutions.
- Work as second level of support for IT representatives.
- Monitoring escalation procedures to ensure it meet Service Level Agreement.
- Decides the needs of upgrade or purchase for software & hardware.
- Manages technical resources within budget.
- Responsible for annual IT stock review.

***Raya Academy***   **Technical Trainer**   **06/2004 – 04/2006**

*Giza  
Egypt*

- Prepare and conduct technical training programs.
- Assess training needs and certification requirements.
- Participate in prepare training material and classroom agenda.
- Participate in Create instructor materials (course outlines, background material, instructional materials, and training aids).
- Provide end user training for client "class rooms and client side".
- Provide training for Microsoft's tracks "MCSA, MCSE and MCDST" and CompTIA's tracks "A+, Network+ and Security+".

***Medcom***   **Technical Support Lead**   **12/2003 – 04/2006**

*Cairo  
Egypt*

- Provide supervision of support staff.
- Staff training on operational procedures.
- Create and execute development & upgrade plans to meet changing needs and requirements.
- Manages technical resources within budget.
- Apply routine maintenance strategy.
- Take purchases decisions for new hardware and software.

## PROJECTS

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- ***Riyadh Municipality, Saudi Arabia, 2012 till 2016***

Participate in design and implementation phases for upgrade data center and migration of all old data. Then participate in operate new data center.

## PROJECTS

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- *Egypt Graduates Project, Egypt, 2005 till 2006*

Participate in design and administration phases for training project, by the Ministry of Communication and Information Technology in Cooperation with Raya Academy to train almost 5000 fresh graduates.

## EDUCATION

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<b>Ministry of Communication and Information Technology</b> Egypt	<b>Network Administration and System Engineer</b> Egypt Graduates Project (Provide by the Ministry of Communication and Information Technology in Cooperation with IBM) Graduation Project " <i>High Availability Solutions</i> " with Grade 85.7%	<b>06/2003 – 01/2004</b>
<b>Zagazig University</b> Egypt	<b>Bachelor of Economics</b> Faculty of Commerce with Grade Pass 53.6%	<b>09/1995 – 06/2002</b>

## CERTIFICATIONS

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<i>APMG</i>	<b>Prince2</b> ID: 2000092243	<b>12/2014</b>
<i>Microsoft</i>	<b>Microsoft Certified System Engineer: Security (MCSE: Security)</b> ID: 3050998	<b>05/2004</b>
<i>Microsoft</i>	<b>Microsoft Certified System Administrator: Security (MCSA: Security)</b> ID: 3050998	<b>01/2004</b>
<i>Microsoft</i>	<b>Microsoft Certified Desktop Support Technician (MCDST)</b> ID: 3050998	<b>04/2004</b>
<i>Microsoft</i>	<b>Microsoft Certified Professional</b> ID: 3050998 also Certified for Microsoft Clustering Services on <i>June 2007</i>	<b>09/2003</b>
<i>CompTIA</i>	<b>A+</b> <a href="https://www.certmetrics.com/comptia/public/verification.aspx?code=XXLL51QDEM412H93">https://www.certmetrics.com/comptia/public/verification.aspx?code=XXLL51QDEM412H93</a>	<b>09/2003</b>

## TRAINING COURSES

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<i>Cisco</i>	<b>CCNA Routing &amp; Switching</b>	<b>03/2017</b>
<i>APMG</i>	<b>Prince2</b>	<b>12/2014</b>
<i>Alkan Arabia</i>	<b>ISO 9001/2008 Internal Audit</b>	<b>05/2014</b>
<i>EC-Council</i>	<b>Security Analysis &amp; Penetration Testing</b>	<b>01/2010</b>
<i>EC-Council</i>	<b>Ethical Hacking &amp; Counter Measure</b>	<b>07/2009</b>
<i>LTC</i>	<b>"The Bridge-SuperHero" Workshop</b>	<b>05/2009</b>
<i>The American University in Cairo "AUC"</i>	<b>Effective Management Skills Workshop</b>	<b>03/2009</b>

## TRAININGS

<b>Microsoft Egypt</b>	<b>Microsoft Partner Academy</b> Program held by Microsoft Egypt for its partners to deliver deep technical knowledge in multiple fields " <b>9 Months</b> "	<b>2008</b> <b>12/2014</b>
<b>CA</b>	<b>CA Unicenter Services Desk 11</b>	<b>08/2008</b>
<b>CA Arabia</b>	<b>eHealth: Administration</b>	<b>02/2008</b>
<b>CBP</b>	<b>CBP Business Communication</b>	<b>09/2007</b>
<b>Microsoft Egypt</b>	<b>Microsoft Partner Academy</b> Program held by Microsoft Egypt for its partners to deliver deep technical knowledge in multiple fields " <b>6 Months</b> "	<b>2005</b>
<b>APMG</b>	<b>ITIL Foundation v3</b>	<b>03/2005</b>

## SKILLS

### Executive

IT Management	●●●●●
IT Lead "System Engineer - System Administrator"	●●●●●
IT Project Management	●●●○○

### Infrastructure

Microsoft Infrastructure Solutions	●●●●●
Microsoft Exchange Server	●●●●○
Microsoft System Center Family	●●●●○
Microsoft ISA & TMG Server	●●●●●
Microsoft High Availability	●●●●●
HP servers (ML, DL, BL)	●●●●●
HP Storage (EVA, 3PAR)	●●●●○
Cisco R & S	●●●●○
Linux Essential	●●●●○

### Information Security

Security Analyst	●●●○○
Malicious behavior detection and defense	●●●●○
PaloAlto Appliance	●●●○○

### Business Applications

Acronis backup /restore system	●●●●●
Symantec and Kaspersky Endpoint	●●●●○
Symantec Netbackup	●●●●○

### Languages

English	Professional
Arabic	Native

## ★ STRENGTHS

Quick Learning

Leadership

Team Building

Problem Solving

Decision Maker

Work under Pressure

Time Management

## ADDITIONAL INFORMATIONS

- **Visa Status:** Transferable
- **Driving License:** Egypt – Saudi Arabia
- **Ability to Travel:** Yes
- **Ability to Reallocate:** Yes