

MOUAZ ALAA MAHMOUD

System Administrator

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Valid Driving License (Car Owner)

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SUMMARY

Results-driven IT Specialist with over 6 years of experience in system administration, network management, and technical support. Proven expertise in planning, implementing, and optimizing IT systems and infrastructures. Strong communicator dedicated to enhancing data security and improving business efficiency.

TECHNICAL SKILLS

- **Networking:** FortiGate FW, TCP/IP, VPN configuration, Routing & Switching.
- **Systems:** Phenix ERP, Microsoft 365, VMware & Vcenter, Yeastar PBX, Veeam.
- **Security:** Kaspersky security center, Bitdefender, data protection protocols.
- **Support:** Troubleshooting, hardware/software upgrades, POS systems, server management.
- **Tools:** remote access software, PUTTY.

Professional Experience

Al-Mowazi Capital (brokerage and online trading solutions)—System Administrator
March 2025 – Present

VMware vCenter Administration

- Deployed and managed VMware vCenter Server to centralize and simplify ESXi host and VM administration.
- Created and maintained clusters with features such as HA, DRS, and vMotion for workload balancing and high availability.
- Configured user roles, permissions, and access policies to ensure secure multi-tenant environments.
- Monitored infrastructure health, performance metrics, and resource utilization through vCenter dashboards and alerts.
- Applied patches, upgrades, and lifecycle management using vCenter Update Manager (VUM).
- Configured datastores, networking (vDS/standard switches), and storage policies at the cluster level.
- Performed scheduled maintenance and troubleshooting of host/VM issues via centralized management.
- Integrated vCenter with backup and disaster recovery solutions for improved business continuity.

FortiGate Firewall Administration

- Deployed, configured, and maintained FortiGate firewalls for enterprise network security.
- Created and managed firewall policies, NAT rules, and security profiles (Web Filtering, Application Control, IPS, Antivirus).
- Implemented site-to-site and remote access VPNs (IPSec/SSL) for secure connectivity.
- Monitored traffic logs, security events, and system performance via FortiAnalyzer and FortiManager.
- Configured High Availability (HA) for redundancy and failover in critical environments.
- Performed firmware upgrades, patches, and regular backup of firewall configurations.
- Troubleshoot connectivity, VPN, and policy-related issues to minimize downtime.
- Applied best practices for network segmentation, intrusion prevention, and threat mitigation.

Windows Server & Active Directory Administration

- Installed, configured, and maintained Windows Server environments (2012/2016/2019).
- Managed **Active Directory** objects: users, groups, OUs, and Group Policy Objects (GPOs).
- Implemented domain services including DNS, DHCP, and file/print servers.
- Monitored and optimized server performance, storage, and system resources.
- Applied security hardening, patches, and regular updates to ensure compliance.
- Configured and troubleshoot login/authentication issues, group policies, and permissions.
- Performed backup and recovery of AD and critical Windows Server roles.
- Supported server migrations, upgrades, and integration with virtualization platforms (VMware).

Kaspersky Security Center Administration

- Deployed and administered Kaspersky Security Center to centrally manage endpoint protection.
- Installed and configured Kaspersky Endpoint Security across client machines and servers.
- Created and applied security policies, tasks, and update distributions for endpoints.
- Monitored antivirus status, threat detection, and remediation actions via KSC dashboard.
- Managed device control (USB, external drives) and application control policies to enhance security.
- Generated security reports, compliance logs, and alerts for incidents and vulnerabilities.
- Troubleshoot deployment, update, and connectivity issues for client machines.
- Performed regular upgrades, patch management, and backup of KSC configuration.

Veeam Backup & Replication Administration

- Installed, configured, and managed Veeam Backup & Replication for VMware and physical environments.
- Created and scheduled backup jobs (full, incremental, and synthetic) to ensure data protection.
- Configured replication jobs for disaster recovery and high availability.
- Monitored backup jobs, storage usage, and performance through Veeam console and reports.
- Performed regular restore tests (SureBackup, Instant VM Recovery, File-Level Restore) to validate backup integrity.
- Integrated Veeam with VMware vCenter for centralized virtual machine protection.
- Implemented backup retention policies and repository management for optimized storage.
- Troubleshoot backup failures, repository issues, and job errors to ensure business continuity.

Umbraco Website Administrator

- Installed, configured, and maintained Umbraco CMS for enterprise websites.
- Managed user roles, permissions, and workflows to ensure secure and efficient content publishing.
- Performed regular system updates, patches, and plugin/module installations.
- Monitored website performance, uptime, and applied optimization techniques.
- Configured hosting environments (IIS, SQL Server) and ensured website availability.
- Troubleshoot technical issues related to content, plugins, and system integrations.
- Implemented backup and recovery strategies for website data and databases.
- Collaborated with developers and designers to roll out new features and enhancements.

PBX Administrator (Yeastar)

- Installed, configured, and maintained PBX systems for enterprise telephony (VoIP or traditional).
- Managed user extensions, call routing, IVR menus, and voicemail configurations.
- Monitored call quality, system performance, and uptime to ensure reliable communication.
- Performed regular backups, firmware updates, and system maintenance.
- Troubleshoot connectivity, call flow, and hardware/software issues to minimize downtime.
- Integrated PBX with CRM systems, email, and other business applications were needed.
- Created and maintained documentation for PBX configurations, policies, and procedures.
- Trained end-users on system usage, features, and troubleshooting basics.

- Managed network and server infrastructure for **24 pharmacies** and 5 stores, overseeing a CCTV system with more than 140 cameras, ensuring seamless security operations and minimizing system downtime.
- Implemented and monitored Phenix ERP systems for 35+ headquarters employees, ensuring 99% system uptime and smooth operations.
- Provided technical support for **50+ POS systems** across multiple branches, reducing troubleshooting time by 25%.
- Maintained PBX systems for call centers, managing up to 50+ agents, and improving communication flow by optimizing reporting processes.
- Performed hardware and software upgrades for computers and servers, improving system performance and longevity.
- Collaborated with cross-functional teams to resolve system issues quickly and efficiently.
- Trained cashiers in the use of the POS system, reducing transaction errors.

Best Western Mahboula & Salmiya, LOFT, The Venue, The OAKS, Aquamarine IT Specialist & System Administrator

Jan 2019 – February 2022

- Managed the network infrastructure, CCTV systems, and servers across multiple hotel branches (145 cameras and 12 servers in the main hotel).
- Provided technical support for the headquarters employees, resolving IT issues and improving response time.
- Conducted hardware and software upgrades for VMware virtual machines, enhancing system reliability.
- Managed company-wide communication systems (**Microsoft 365**) and implemented security protocols using Bitdefender, ensuring data integrity.
- Performed system upgrades and implemented security protocols, safeguarding company data.
- Performed regular hardware and software upgrades for the company's computers and servers, ensuring operational efficiency of data against potential threats.

Freelancer — Web Designer

January 2016 – March 2018

- Designed and maintained personalized websites for clients, improving their online presence and user experience.
- Debugged websites and resolved issues, ensuring optimal website performance and functionality.
- Conducted client meetings to gather requirements and delivered demo pages for approval.

Education

Bachelor's degree in software engineering — Ahram Canadian University, Egypt - 2017

Courses

CCNA, CCNP “Routing & Switching”, MCSA, Cyber Security, Graphic Design, Web Design.

Languages

Arabic (Native)
English (Fluent)