

Ahmed HossamEldeen Elsaed Morgan.

Junior Information Technology Specialist.

Based in: Dammam, Saudi Arabia (Available to Relocate & Transfer Iqama).

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Education:

Bachelor of Computer Science and Information Technology.

Future University in Egypt - New Cairo, Egypt, Class of 2024.

Specialization in Information System.

Graduation Project:

[Development of an Enterprise System for Satellite Image Processing Using Artificial Intelligence.](#) ↗ ↗

Personal Information:

- **Nationality:** Egyptian.
- **Marital Status:** Single.
- **Date of Birth:** 18/04/2000.
- **Address:** Dammam (Available to Relocate).
- **Iqama:** Transferable Iqama. (Information Systems Analyst).
- **Driving License:** Egyptian Driving License.
- **Languages:**
 - **Arabic:** (Native).
 - **English:** (Professional Working Proficiency).
 - **Deutsch:** (Beginner / A1).

Work Experience:

Network Security Engineer | Cairo, Egypt | MaTicAuto Group. ↗ | Full Time Aug 2024 – June 2025

- **Endpoint Protection:** Deployed and managed FortiClient across enterprise endpoints, ensuring malware protection, policy enforcement, patch management, and incident response.
- **Firewall Management:** Configured and maintained FortiGate and Sophos firewalls, implementing VPNs, IPS/IDS, web/application filtering, and traffic shaping to reduce security threats.
- **Threat Detection:** Monitored network traffic and security events using Zabbix and Suricata IPS/IDS, enabling real-time anomaly detection and swift incident response.
- **Vulnerability Management:** Conducted regular vulnerability assessments with Nessus and executed remediation plans to address critical security risks
- **Security Hardening:** Applied OS and application-level hardening policies, reducing the attack surface and increasing endpoint resilience.
- **Network & System Monitoring:** Utilized SolarWinds, Zabbix, and ManageEngine OpManager to monitor network performance, detect issues proactively, and ensure uptime across infrastructure.

Information Technology Specialist | Cairo, Egypt | MaTicAuto Group. ↗ | Part Time Feb 2023 – Aug 2024

- **Technical Support & Troubleshooting:** Provided L1–L2 remote technical support using RDP, AnyDesk, and TeamViewer, troubleshooting hardware, software, and network issues across 100+ hybrid environment devices. Expertise in Windows 10/11, application support, and OS-level diagnostics
- **Windows Server Administration:** Proficient in managing Windows Server services including Active Directory, DNS, DHCP, WSUS, IIS, Group Policy, and file & print servers. Experienced with virtualization platforms VMware ESXi/vSphere. Strong understanding of TCP/IP, IP addressing, and core network protocols.
- **Office 365 Management:** Managed Exchange Online, SharePoint, Teams, and license allocation via Microsoft 365 Admin Center. Skilled in user management and permissions configuration.
- **Backup & Recovery:** Assisted in executing backup operations using VEEAM to ensure data integrity and disaster recovery readiness.
- **VoIP Systems:** Supported maintenance of 3CX and Grandstream telephony solutions.
- **Ticketing System:** Hands-on experience with ITIL-aligned ticketing systems such as ManageEngine ServiceNow to manage incidents and service requests, ensure SLA compliance, maintain technical documentation, and support efficient IT service management (ITSM) processes.
- **CCTV Systems Management:** Experienced in Manage CCTV surveillance systems, including IP and analog cameras. Proficient in DVR/NVR setup, system troubleshooting, and ensuring continuous monitoring and data integrity. Familiar with brands such as Hikvision, Dahua, and Uniview.

Certifications and Courses:

- **Network and Infrastructure:**
 - Cisco Certified Network Associate (CCNA) Routing & Switching – Self-Taught (IT-Gate).
 - MCSE (Microsoft Certified Solutions Expert) – Self-Taught (Netriders Academy).
 - RedHat Server Administration (RHCSA-1) – Mahara Tech (Certification ID: 2y7LIL6Bzy).
 - MS-102: Microsoft 365 Administration – Self-Taught (Udemy).
 - Microsoft 365 Certified: Messaging Administrator Associate – Self-Taught (Udemy).
- **Security:**
 - Junior Penetration Tester (eJPT) – eLearnSecurity (Certification ID: 115444894).
 - Fortinet FortiGate 7.4 Operator – Fortinet.
 - Fortinet Certified Associate Cybersecurity – Fortinet.
 - CompTIA Security+ – Self-Taught (Udemy).

Technical Skills:

- **Network Infrastructure & Security:**
 - **Firewalls:** FortiGate, Sophos (Policy Management, VPN, IPS/IDS, Traffic Filter).
 - **Network Monitoring:** Zabbix & SolarWinds.
 - **VoIP Systems:** 3CX, Grandstream (Configuration & Troubleshooting)
 - **Backup Solutions:** VEEAM Backup & Replication.
 - **CCTV:** Hikvision, Dahua, and Uniview Management.
- **Systems & Cloud Administration:**
 - **Windows:** Server 2016/2019 (AD, DNS, DHCP, WSUS, IIS), Hyper-V.
 - **Linux:** RedHat Server Administration (RHCSA-level).
 - **Virtualization:** VMware ESXi, vSphere.
 - **Cloud:** Office 365 (Exchange, SharePoint, Teams), Azure Fundamentals.

References:

All Available Upon Request.