

Mohamed Saeed Ali

IT Systems Administrator — Infrastructure & Security Specialist

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Professional Summary

Results-driven IT Systems Administrator with hands-on experience managing enterprise Windows Server environments, ERP systems, and network security infrastructure. Skilled in Active Directory administration, Microsoft Dynamics AX 2012 support, Sophos Firewall configuration, and Veeam Backup & Replication. Proven ability to maintain high system availability, secure IT environments, and troubleshoot complex infrastructure issues. Experienced in system monitoring, backup management, and disaster recovery planning. Strong foundation in infrastructure automation and cloud fundamentals.

Core Competencies

Windows Server Administration • Active Directory • Group Policy • Microsoft Dynamics AX 2012 • Sophos Firewall • Veeam Backup & Replication • Backup & Recovery • Disaster Recovery • Network Security • DNS / DHCP • VPN Configuration • System Monitoring • IT Infrastructure Management • Endpoint Protection • Patch Management • PowerShell Scripting • Technical Troubleshooting • Access Control

Work Experience

System Administrator / IT Support Specialist

Star Egypt

Dec 2025 – Present

- Administer and maintain Windows Server infrastructure including Active Directory, Group Policy, and domain services.
- Manage Microsoft Dynamics AX 2012 ERP environment ensuring performance, availability, and secure user access.
- Configure and maintain Sophos Firewall including network policies, VPN connectivity, and threat prevention.
- Implement and manage backup and disaster recovery strategies using Veeam Backup & Replication.
- Monitor system health, logs, and performance to ensure high availability and operational stability.
- Apply security updates, system hardening practices, and access control policies.
- Provide advanced technical support for infrastructure, server, and network-related issues.

Technical Support Specialist

Telecoms Egypt

Mar 2025 – Sep 2025

- Delivered technical support for residential and business connectivity issues using remote diagnostic tools.
- Diagnosed DSL and fiber network problems achieving high first-call resolution rates.
- Assisted customers with router configuration and network setup.
- Escalated complex technical incidents with detailed documentation.
- Maintained support records and contributed to knowledge base improvements.

IT Help Desk Technician

Modern Chemical

Apr 2024 – Feb 2025

- Provided technical support for 150+ users across enterprise departments.
- Installed and maintained desktops, laptops, printers, and peripherals.
- Managed Active Directory accounts, permissions, and security groups.
- Resolved hardware, software, and network issues through remote and on-site support.
- Deployed system updates and endpoint security solutions.

Infrastructure Environment

Windows Server • Active Directory • Microsoft Dynamics AX 2012 • Sophos Firewall • Veeam Backup & Replication • LAN/WAN • VPN • Backup Systems • Endpoint Security • PowerShell • Remote Administration Tools

Technical Skills

Operating Systems: Windows 7/10/11, Windows Server, Linux (Ubuntu, CentOS)

Networking: TCP/IP, DNS, DHCP, LAN/WAN, VPN, Routing, Switching

System Administration: Active Directory, Group Policy, Domain Controllers, Server Management, Veeam Backup & Replication

Security: Firewall Administration, Endpoint Protection, Access Control, Patch Management

Enterprise Systems: Microsoft Dynamics AX 2012 Support

Automation: PowerShell Scripting

Remote Support: RDP, AnyDesk, TeamViewer

Key Projects

Enterprise Backup and Disaster Recovery Implementation

- Configured automated backup jobs using Veeam Backup & Replication.
- Implemented scheduled backups and recovery validation procedures.
- Improved data protection and ensured business continuity.

Automated User Onboarding System

- Developed PowerShell automation for user provisioning and access configuration.
- Reduced onboarding time and improved deployment consistency.

System Health Monitoring

- Created monitoring scripts to track resource usage and system performance.
- Enabled proactive maintenance and reduced downtime risk.

Education

Bachelor of Computer Science & Artificial Intelligence

Benha University

2018 – 2022

Graduation Project: Malware Detection Using AI Techniques (Excellent)

Cloud & DevOps (Learning)

Cloud Fundamentals • Virtual Machines • Infrastructure Automation • CI/CD Concepts • Containerization Basics • Linux Administration

Languages

Arabic — Native

English — Professional Working Proficiency