

## HIGHLIGHTS OF QUALIFICATIONS

- Strong knowledge of engineering design, specification and production of electrical and manufacturing techniques along with other related discipline.
- Efficient in computer and small scale network setups, installation, maintenance and troubleshooting.
- Thorough knowledge of computer applications and networks
- Detail oriented and a logical thinker.
- Experience in problem solving, analyzing and evaluating data
- Excellent leadership abilities, able to multi-task and develop and implement innovative solutions.
- Perform effectively in pressured environments and situations.
- An effective communicator (written and oral) able to convey complex concepts in a straightforward manner

## COMPUTER SKILLS

- Microsoft Windows, Microsoft Office, [GNU/Linux](#) ([Debian](#) and [derivatives](#)) and sufficient in Internet browsing and applications.
- Scripting in [tcl](#) and [bash](#).
- Design automated and computerized systems (hardware and software)
- Certified [AMX](#) designer, installer and programmer. With 5 years of continuous programming experience

**WORK EXPERIENCE**

*System Engineer*

June 2006 - Present

Nirvana Distribution, Cairo, Egypt

**Duties:**

- Design and implement automation systems in order to control equipment in residences and businesses. Equipment installation includes light systems, audio/video systems, HVACs and security systems, etc. which is automated through touch screens and smart keypads.
- Provide customer service to clients regarding automating their homes or businesses.
- Conduct site surveys to determine the best suited equipment for the client.
- Provide guidance and consultation to clients for the procurement of equipment and related services, including providing advice on equipment packages with cost effective options, etc. to meet the requirements and recommend appropriate equipment.
- Coordinate with contractors and vendors in the preparation of the interior design and electric detailing and the setup of wires and wall mounted keypads.
- Research new technologies and best practices on computer products and promote the adoption of innovative approaches to solve hardware problems and encourage movement toward optimized use of equipment.
- Recommend new products and think of innovative ideas for the company, ex. Digital signage, network media players and new home automation products as well as research and compare specs and prices on a variety of products and make recommendations to senior management on purchasing decisions.

### *Computer Engineer*

June 2005 - June 2006

Unicomp for Computer Systems, Cairo, Egypt

#### Duties:

- Managed over 10 computer contracts across government and educational institutions. (Ex. Ministry of Finance and Azhar University)
- Provided customer service to clients who have purchased company merchandise by ensuring that the product has been received and that it is the correct product that has been ordered by the customer.
- Reported any discrepancies and consult with the sales department and their distributors on product orders, purchases and follow-up with modifications with the client.
- Carried out periodic maintenance services to customers and provide customer call support.
- Served in other sectors, such as, the Egyptian Commercial Chamber and Azhar University when there was a shortage of engineers.

### *Computer Engineer*

September 2003-June 2005

Computer Services Center, Cairo, Egypt

#### Duties:

- Managed the computer services center and ensure that PCs are in working order and provide customer service to local and foreign clients.
- Lead the development of changes in the interior design of the center.

- Implemented new services, such as: technical support and printing services for customers.
- Assisted customers in navigating through the Internet and computer programs.
- Provided professional printing services to clients and lent a hand in helping them research materials for educational, work and personal purposes.
- Administered the computer center's budget and forecast future costs.
- Oversee and perform computer upgrades and repairs.
- Visited customer's residence to refurbish their computers when they are not available to come to the center.

### EDUCATION

- **B.Sc. of Electrical Engineering** September 2003  
Menofia University  
Grade: Fair  
Graduation Project : Digital Control of Motorized Systems  
Grade: Excellent
- **High School Certificate** June 1996  
El Tabary Secondary School