


# Osama Nasser

IT professional with more than ten years of experience in IT field, gained through them a wide range of skills in systems installation, configuration, upgrading, maintenance and much more, which accelerate me to do what is required quickly and efficiently.

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## Work Experience

### System Administrator

*Almowazi | Kuwait City, Kuwait*

*10/2021 – Till Now*

- Monitor and control network security using “**FortiGate Firewall**”
- Manage the physical, virtual, and cloud server’s environment via “**VMWare ESXI**” and “**Amazon AWS**”.
- Managing company cloud emails hosted on “**Microsoft 365**”
- Ensure servers and clients are secure using “**Kaspersky Security Center**”.
- Perform and test daily system backups and restores via “**Veeam Backup and Replication**”.
- Build and deploy new servers on the network as required.

### System Administrator

*Brandatt.com | Ardiya, Kuwait*

*06/2018 – 08/2021*

- Build and deploy new servers on the network as required.
- Manage the physical and virtual server’s environment.
- Ensure files security through access control.
- Monitor performance and maintain systems according to requirements.
- Modify, and repair computer and server’s hardware and software as needed.
- Test, install and configure new PCs for the new employees.
- Troubleshoot and solve problems reported by employees.
- Ensuring parity between dev, test, and production environments

### Technical Support Engineer

*Fasttelco | Kuwait City, Kuwait*

*07/2017 - 06/2018*

- Diagnose and troubleshoot technical issues, including account setup and network configuration.
- Taking ownership of customer issues reported and seeing problems through to resolution.
- Following standard procedures for proper escalation of unresolved issues to the appropriate internal teams.
- Respond to requests for technical assistance via phone and electronically.

### System Administrator

*Etisal International | Cairo, Egypt*

*04/2012 - 06/2017*

- Manage the physical and virtual environment (VMware).
- Manage virtual and physical servers with Windows Server 2003 – 2012 R2.
- Recommend, schedule, and perform software and hardware upgrades, patches, and reconfigurations.
- Perform and test routine system backups and restores.
- Build and deploy new servers on the network as needed.

## Education

Future University - Egypt  
Bachelor of Information Systems  
Graduated August 2009  
Very Good Grade

## Certification

**CCNA** : Routing & Switching  
**MCSA** : Windows Server 2012  
**MCSA** : Office 365  
**MCSE** : Server Infrastructure  
**MCSE** : Cloud Platform and Infrastructure  
**Microsoft Certified: Azure Fundamentals**  
**Microsoft Certified: Azure Administrator**  
**Microsoft Certified: Windows Server Hybrid Administrator**  
**Microsoft Certified: Microsoft Security, Compliance, and Identity Fundamentals**

## Skills

### Computer Skills

Windows Server   
Exchange Server   
Virtualization   
Networking 

### Personality Skills

Team Player   
Problem Solving   
Decision Making   
Communication 

### Language Skills

Arabic (Native)   
English 

## Personal Information

**Date of Birth** : 18, August, 1988  
**Visa Status** : Residency Visa (Transferable) – 18 C  
**Driving License** : Available

## Reference

### Credly

Verify Link : <https://www.credly.com/users/onasser/badges>

### Microsoft

Verify Link : <https://learn.microsoft.com/en-us/users/11166625/>

### Cisco Systems

Verify Link : <https://cp.certmetrics.com/cisco/en/public/verify/credential>

Verify Code : 415324132574DNCL

### Other Reference

Other References available upon request.