

1/23/2024



## **Mohamed Ezzat Helal**

+201005126571

mohelal@helalsoftware.net; info@hits-au.com

4 Abdelhaliem Newera, New Nozha, Cairo, Egypt

[www.helalsoftware.net](http://www.helalsoftware.net) – [www.hits-au.com](http://www.hits-au.com)

### **Objectives**

I seek an opportunity in IT Management, Network / Information Security, Training, Consultancy, Education, Marketing and Sales to utilize and build up on my previous acquired skills in a challenging environment.

### **Summary**

More than 23 years installing, configuring and maintaining Networks for large to mid-size office environments using various technologies( Server- Client based Networks and Workgroup Networks using different platforms of OS (MS-Win311 – Win 10 and Win NT up to Server 12) and applying advanced training and experience in: Installing, testing, and maintaining telecommunications, electronic, and security systems

Project Management and team leader developing database systems and ERP(Enterprise Resource Planning). Using SQL, MYSQL, Oracle, Access, MS-visual Basic, C++, C#, .Net, ASP, PHP, Java, Crystal Reports, Visio, SAP.

## Education

Arab Academy for Science, Technology and Maritime Transport - Egypt

Started September 2022 | PhD degree in computer engineering and Network Security

- Advanced Network
- IoT & Cloud
- Advanced Systems Engineering & Development
- Analysis & Design of Computer Networks
- Optimization

Arab Academy for Science, Technology and Maritime Transport - Egypt

March 2022 | Master's degree in computer engineering and Network Security

- Advanced Network security
- Advanced Programming Languages
- Advanced Programming Artificial Intelligence
- Systems Science and Engineering
- Advanced Computer Architecture
- Algorithms' Modelling and Data Structure

AH&B College Sydney, NSW, Australia

July 2012 | Certificate IV in Business Administration

- Broad foundation across core business and administrative functions, including: operations management, project management, information systems, complex business documentation and financial reporting.
- Highly adaptable to changes in business systems, office procedures and technology.

GCA College Sydney, NSW, Australia

July 2011 | Diploma of information Technology

- Create a web-based solution for a client
- Develop mobile applications
- Apply project management skills to an IT project

Management Consultancy Australia Sydney, NSW, Australia

June 2010 | TAE40110 - Certificate IV in Training and Assessment (MCI0001231)

- Plan assessment activities and processes
- Assess competence
- Participate in assessment validation
- Plan, organize and deliver group-based learning
- Plan, organize and facilitate learning in the workplace
- Design and develop learning programs
- Use training packages and accredited courses to meet client needs

Military Information Systems Institute

July 2002 | Introduction to Research, Operation and Decision Making

- Diploma

Military Technical College Cairo, Egypt

July 1994 | Bachelor Degree of Electrical and Computer Engineering

- Hardware and Software computer engineering

University of London, British Council Cairo, Egypt

July 1989 | G.C.E (General Certificate of Education)

- High School

## Experience

### Technical Manager

**February 2024 – present**

Etit | Cairo

- 1<sup>st</sup> and 2<sup>nd</sup> level support for a Unix, Oracle and Active directory system
- Manage vendors technically for higher levels support
- Conduct test scenarios for training and troubleshooting purposes.
- Lead technical admins team to ensure system stability

### Consultant with IT General Manager Profile

**August 2023 – February 2024**

EHCSS | Cairo

- Built a Linux server/client network. (Hardware and software)
  - LDAP
  - VLANs
- Finalize the Request Form Proposal (RFP) to build an ERP system
- Manage infrastructure project for LAN and WAN
- Plan innovative projects that would help to increase company's productivity and efficiency

### Travel Security Senior Specialist

**August 2015 – February 2024**

Vodafone Egypt | Smart Village

- Business Continuity Planner SPOC (BCP):
  - Collect Department's functions data
  - Identify functions' criticality level for the mission/business
  - Assist in building and review BC Plan
  - Conduct training for crisis situations
  - Build Incident Management Team (IMT) to manage crisis incidents
  - Deputy member in Triage Team
- Project Manager for the Security Physical Intrusion Detection System Vodafone-Egypt (Retail Stores)
  - Vendor Selection
    - Received offers from 3 vendors through supply chain
    - 2 vendors been selected to make POC (Prove Of Concept)
    - 1 vendor been selected to implement the project
    - Meetings with different Vodafone technology teams starting from Project Security Assessment going through the Network team
    - Creating CRs (change Requests)
      - 2 way CR to open network between retail stores firewall and the National Web
      - 2 way CR to open network between LAN firewall and the National Web

- 2 way CR between Application Server and DataBase Server
  - 2 way CR between the client machine and the App Server
  - 2 way CR between the client mobile and the App Server
- Testing and request updates for the controllers firmware to meet our security requirements and required tasks
- Penetration test and extract findings to ensure that the system will hold against any cyber-attack and hacking from outsiders. Communicated the findings with the vendor to update the SW to meet our security requirements
- Generated technical reports to be covered by developers to reach the ultimate goal of the system and secure our network
- Programming with APN team to set SIM card usage to just be dedicated to only talk to APP Server to meet our Security requirements
- Managing the Vendor's SLA (Service Level Agreement) for the project maintenance and running
- Maintained users authorizations and access to the system and monitor users activities
- Developing Local Tools (MS-Access, Visual Basic and SQL)
  - M2M Tool
    - Record and analyze any retail staff, guards, and technical issue
    - Generate reports and communicate it to the responsible teams to handle
    - Create credentials for users access to the system
- Inbound / Outbound Travel Security
  - Receiving Inbound/Outbound Travel Notifications Communication (emails, international calls, Travel Tracker System Tool)
  - Communicating with the travelers to obtain their data
  - Follow up on data receiving and missing data / Follow up on arrival and welcome SMS sending
  - Follow up on the implementation of the daily safety check
  - Uploading the data on the Travel Security Tool
  - Performing the safety check on travelers as required by Group travel security desk
  - Preparing an initial security brief, preparing the security awareness material, attending with the Security Operations Manager a face to face security briefing session
  - Handling Egypt Travel Security Mailbox
- Developing local tools
  - Travel Security Tool
    - Handling, Monitoring and Archiving Travelers data on travel security New tool (1 Hour)
    - Generating reports on Inbound travelers through any Security Situation (30 Min- 2 Hour not on daily bases )
    - Communicate with travelers or their host to complete missing data

- Track and monitor business, domestic and team building trips whether inbound or outbound
- Terrorism Tool
  - A statistical tool for recording terrorism acts and communicate it to specific teams
  - Generate a statistical reports geographically according to incidents location
  - Keep track of terrorism incidents and maintain its data base for further analyses by Security Operations Manager
- Dashboard Tool
  - Collect data for accomplished tasks for SOC team to be published in a specific format to communicate it with Managers
- RSS feed ticker
  - Developed a local tool to collect RSS feeds from a specific news feeders to allow live monitoring for critical incidents
- Performing Ad-hoc tasks related to Travel Security and Terrorism incidents
- CCTV Monitoring
  - Monitoring the CCTV in different locations (2-3 Hours)
  - Notifying the Security Supervisors of the locations of the remarks and getting feedback
  - Archiving the remarks and communicating it to the S&S team with the number of repetition of the incident in the same post

Manager, Owner, Sydney, Australia

**June 2010 – May 2015**

HITS | Parramatta, Sydney, Australia

- Network Design, Implementation, and Administration
  - Design and maintain network users authorizations and access rights
- Web and Database Application programming
- Programming: Point Of Sale. Sales orders, accounting, purchasing orders, Stock control, HR
- Selling Computer Accessories / PC selling and maintenance
- Security Camera and Alarm systems Installation, Maintenance, and Operating
- Tutoring: Math, English, Physic ( grade 6,8,12)./ Introduction to Computers (youth and seniors)

IT Manager

**July 2011 – May 2015**

WD & HD PTY LTD | Guildford, Sydney, Australia

- Design and Implementing Computer Software (ERP)
  - Account receivables / Account payables / Profit and loss analysis / Stock control, HR and payroll.
  - Managed the deployment to 2 sites, and connected both sites to the enterprise database using a VPN connection.

- The system includes a user authentication system with various access rights to the different functionalities, according to user different roles.
- Web development
- IT support
  - Network maintenance, Computer hardware maintenance and software maintenance.
  - Maintained a workgroup of PCs, using various types of routers, switches, and cables. Some of the computer workstations maintained was Dell machines, and other PC-compatible machines.
  - Supported various software including windows operating systems, Microsoft office, and browsers and Internet security.
  - Managed backup systems. Managed the internet access rights per machines and users
- Camera Security System Installation, operation and maintenance
- This included the installation of 10 security cameras and their cabling. Also, configured the DVR recording to record only on motion detection sensors' signals to increase the period of the archive from 2 weeks up to 3 months

#### IT Administrator

**August 2010 – July 2011**

Primetaxaid Co. Ltd. | Bankstown, Sydney, Australia

- Network maintenance, Computer hardware maintenance and software maintenance.
- Maintained a workgroup of PCs, using various types of routers, switches, and cables. Some of the computer workstations maintained was Dell machines, and other PC-compatible machines.
- Supported various software including windows operating systems, Microsoft office, and browsers and Internet security.
- Managed backup systems. Managed the internet access rights per machines and users
- Upgraded the server- client network from MS-windows server 2002 and MS-Windows Vista to MS-Windows server 2008 and MS-Windows 7
- Designed and implemented password policy and access rights for the company users and PCs

#### Tutor

**September 2009 – December 2009**

Intuition Tutoring Center | Liverpool, Sydney, Australia

- Basics in Computer, MS Windows 7 and MS Office 2007
- Math, Physics, English to grade 4, 6, 11, and 12

#### ICT Sales and Support

**July 2009 – August 2010**

PC & Tele | Rockdale, Sydney, Australia

- Hardware & Software maintenance

- Sales and Expo. Sales
- Ebay marketing

#### Tutor

**August 2007 - March 2008**

Military Information System Institute | Cairo, Egypt

- Introduction to computer
- Introduction to MS-Windows 2000
- MS Access 1st Level.

#### Manager, Owner

**December 2006 – April 2009**

HCH ( Helal Computers House ) | Cairo, Egypt

- Network Design, Implementation, and Administration
- Web and Database Application programming
- Programming: Travel Center Management System ( graduation Project )
- Selling Computer Accessories
- PC selling and maintenance
- Tutoring: Courses: Introduction to Web Developing / Introduction to Photoshop

#### Tutor

**April 2004 – June 2004**

Military Information System Institute | Cairo, Egypt

- ICDL(International Computer Driving License)

#### Computer Officer Engineer (Rank: Major)

**July 1994 - December 2005**

Egypt Army Forces | Egypt

- Responsible for various programs maintenance and operation, Mainframe operator and maintenance, Database Designer and Implementer:
  - Operating and 1<sup>st</sup> level maintenance for Automatic control mainframe
  - Visual C.net Developer in a simulator system
- Internet Center manager.
  - Leading a team of 12 engineers in managing Internet Center
  - Upgrading the workgroup of 30 PCs to a Server and client network using MS-Windows server 2000 and Ms-Windows XP in which improved the security for archived data and data exchange

- Implemented an intranet Web Server to improve handling of search requests and delivering results
- IT Manager
  - Developed tools to assist in data handling and exchange
  - Improved system of handling information between different departments
  - Increased data security by managing and reconfiguring users authorizations

### Sales

**July 1989 - September 1989**

PC-Net | Riyadh, Saudi Arabia

- Sales representative

### Skills

- Operating systems
  - MS Windows Server 2000, 2003, 2008, 2012
- Languages
  - Proficient in: Microsoft Visual C++® and C, Microsoft Visual Basic®, PHP, MySQL
  - Familiar with: C#, Java, .NET, JQuery, Active X, AJAX, Oracle, Crystal Reports
- Software
  - Database: Microsoft SQL Server and Microsoft Access 9x, 2000, 2003, 2012, 365, Oracle 9i
  - Platforms: Microsoft Windows® XP, Microsoft Windows 7, Microsoft Windows 8, Microsoft Windows 10, MS-Windows Server 2002, MS-Windows Server2008, MS-Windows Server 2012
  - Web Application Development and Tools: FrontPage, Dream Weaver, HTML, JavaScript, XML PHP, CSS, WordPress, Joomla, MediaWiki, phpBB, Concrete5, Zen Cart
  - ERP: SAP2000, Agile
- Team Work, Presentation & Communication Skills:
  - Worked successfully in several teams, as a member, and as a team leader.
  - Conducted Sales Presentations, Academic and Industrial Sales & Progress Reviews Presentations
  - Experienced in Client Support & Communication of technical & Sales Information

### Memberships & Affiliations

- Member of the Egyptian Engineering Syndicate
- Member of Federation of Arab Engineers
- Member of The Egyptian Veterans and War Victims Association