OMAR ASHRAF

IT SUPPORT ENGINEER | Systems · Networks · CCTV · ERP Support

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PROFESSIONAL SUMMARY

IT Support Engineer with 2+ years supporting a 250–400+ employee, multi-branch trading and import group. Covers end-user and hardware support, Windows Server and RDP session servers, LAN/Wi-Fi (TP-Link, UniFi), Hikvision CCTV, and Odoo ERP / Salesforce CRM administration. Owns on-site IT operations for the head-office branch — from diagnosis to the final technical decision — and automates recurring administration with PowerShell, Python and Bash to cut manual work and downtime.

CORE SKILLS

- **Support & Hardware:** Windows 10 and Windows 11 · desktop support · hardware troubleshooting (PC, laptop) · printers: install, drivers, configuration · mobile devices · Microsoft Office 2013–2019 · Outlook and email
- **Systems:** Windows Server 2012–2016 · RDP session and application servers · user and permission management · access control · file sharing and NTFS · Windows Server Backup
- **Networking:** LAN/WAN troubleshooting · TCP/IP · TP-Link switches (10+) · UniFi access points (14) · structured cabling · branch connectivity
- **CCTV:** Hikvision IP cameras (indoor, outdoor, PTZ) · NVR configuration · IP addressing · 25-day retention
- **Enterprise Apps:** Odoo ERP and Salesforce CRM user administration — accounts, password resets, permissions
- **Automation & Tools:** PowerShell · Python (OOP) · Bash · Linux (RHEL, Rocky, CentOS, Ubuntu) · Git · GitHub
- **Remote Support:** AnyDesk · RDP · RealVNC · incident handling and escalation · documentation
- **Lab & Self-Study:** Active Directory (AD DS, Group Policy / GPO, DNS, OUs, LDAP, Kerberos) · DHCP · OSPF · HSRP · VLANs · ACLs · subnetting · Packet Tracer · VMware · VirtualBox

PROFESSIONAL EXPERIENCE

IT Specialist at **Abd El Aziz El Sallab Company for Trading & Import**, New Cairo — June 2024 – Present

Full-time · Multi-branch retail & trading group · 250–400+ employees · 5+ branches

- Own on-site IT operations for the head-office branch: diagnose issues, select the fix and make the final technical call before escalating to the IT Manager.
- Manage 85+ Odoo tablets, 55+ PCs, 30+ network printers and mobile devices across the head office and 5+ branches, resolving 30+ requests a month tracked in a shared WhatsApp group.
- Maintain 8 Windows Server 2012–2016 RDP session and application servers — each branch connects to two, with the databases hosted on the main head-office server.
- Administer 80+ Hikvision IP cameras (indoor, outdoor and PTZ) across 2 storage servers with 25-day retention: placement, IP addressing, NVR configuration and troubleshooting.
- Provision Odoo ERP and Salesforce CRM user access across all branches — account creation, password resets, per-user permissions and day-to-day support.
- Back up ~44 GB daily across the server estate with Windows Server Backup to external storage.
- Automate recurring administration with PowerShell, Python and Bash: bulk user provisioning from CSV during server migrations, forced session cleanup (disconnected users, or every user except the administrator during an incident — saving 10+ minutes each time), and scheduled end-of-day device shutdown.
- Deliver the Ceramica Market exhibition infrastructure four times a year: structured cabling, UniFi cabling and per-zone placement of 25 devices (cashier, audit/review and other areas), plus rapid on-site troubleshooting where minutes of downtime are costly.
- Own new-employee onboarding end to end — create the Odoo account, assign the right permissions, and provide a tablet for floor staff or a PC for admin staff.
- Operate 10+ TP-Link switches and 14 UniFi access points, and recover from hardware failures such as disks with bad sectors — relocating user data to a shared network location so one failing disk cannot put it at risk.
- Resolve remote and deskside requests via AnyDesk, RDP and RealVNC, and request branch hardware.

PROJECTS

Rocky Linux Remote Access Lab / Rocky Linux, SSH keys, Tailscale, firewalld — November 2026 – Present

- Configure passwordless SSH access with Ed25519 keys and a firewalld trusted zone for the Tailscale interface, so a Rocky Linux server can be administered from any network without a public IP or port forwarding.

Active Directory Automation / PowerShell lab, Windows Server 2022 — November 2026 – Present

- Automate AD administration with eight PowerShell scripts: OU tree creation from CSV, user and computer lifecycle, and safe delete/move with accidental-deletion protection.
- Add runtime domain detection, CSV validation, -WhatIf/-Confirm support, per-object reporting, and a 31-test Pester suite running in GitHub Actions CI.

PC Testing Toolkit / Windows Batch — June 2026 – Present

- Build a Windows Batch toolkit that automates hardware inventory, system health checks, network configuration dumps and connectivity tests for faster troubleshooting.

ICONS / Open-source icon set for GitHub READMEs — April 2026 – Present

- Curate README icons across 31 technology categories for consistent documentation across projects and platforms.

Infrastructure Automation and Shell Scripting / Bash, Python — October 2025 – Present

- Develop a Bash script that aggregates 10+ system telemetry metrics with automated network diagnostics, replacing recurring manual checks.

Enterprise Network Design / Multi-area OSPF, HSRP, VLAN segmentation — April 2025 – Present

- Design and document a multi-area OSPF network with HSRP first-hop redundancy across three office zones, VLAN segmentation and traffic security enforcement, built and tested in a Cisco Packet Tracer lab.

Python Projects and Problem Solving / Python, GitHub — October 2022 – Present

- Create four object-oriented Python applications (Snake, Cars, Hangman, Turtle) plus HackerRank practice.

EDUCATION

Bachelor's Degree in Information Technology — March 2018 – August 2022

Abbassia Institute for Computer and Commercial Sciences, Cairo · Grade: Very Good

CERTIFICATIONS & TRAINING

- **Python Programming Basics** — Mahara-Tech (ITI) · November 2026
- **Red Hat System Administration I** — Mahara-Tech (ITI) · July 2026
- **Ubuntu Linux Essentials** — Mahara-Tech (ITI) · May 2026
- **Python: From Zero to Hero** — Udemy · October 2022

COURSEWORK

- **Cisco Certified Network Associate (CCNA)** — Self-paced, July 2022
- **CompTIA Network+** — Self-paced, June 2022
- **CompTIA A+** — Self-paced, May 2022
- **CompTIA Linux+** — Self-paced, April 2022

GENERAL SKILLS

Root-Cause Analysis, Decision Making, Team Coordination, Deadline-Driven Delivery, Self-Directed Learning

LANGUAGES

Arabic — Native · **English** — Proficient