

MAHMOUD KHATTAB MAHMOUD

IT Infrastructure Specialist | IT Technical Support | IT Help Desk | Software Development

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PROFESSIONAL SUMMARY

Cisco CCNP and CCNA certified IT professional with more than 10 years of experience in IT infrastructure, technical support, help desk, and desktop support. Currently a Senior Infrastructure Specialist, running network, systems, and security infrastructure for 100+ users across a construction company's 14 sites, including the head office. Hands-on experience with LAN/WAN, FortiGate firewalls, MikroTik and Cisco devices, VLANs, VPNs, VMware ESXi, Active Directory, CCTV/NVR systems, and Windows environments, along with incident management, IT asset management, backup, and supporting large user bases. Holds a B.Sc. in Computer Science and Information Systems, with freelance experience building web and mobile applications using PHP, Laravel, MySQL, and Flutter (portfolio: www.mahmoudkm.com).

TECHNICAL SKILLS

IT Infrastructure: IT Infrastructure Management, IT Operations, Infrastructure Monitoring, Infrastructure Maintenance, IT Asset Management, Backup and Recovery, System Availability, CCTV / NVR Systems, Vendor Coordination, Technical Documentation

Networking: TCP/IP, LAN/WAN, DNS, DHCP, VLAN, Routing and Switching, FortiGate Firewall, MikroTik, Cisco Switches and Routers, IPsec / SSL VPN, Wi-Fi, Network Troubleshooting, Network Security, Zabbix / PRTG Monitoring

Systems Administration: Windows Server, Domain Controller, Active Directory, DNS / DHCP Server, Group Policy, VMware ESXi / vCenter, Hyper-V, Veeam Backup, Exchange / Microsoft 365 Administration, Linux Servers, Docker, CI/CD

Technical Support: Help Desk Support, Desktop Support, End-User Support, Incident Management, Ticketing Systems, SLA Compliance, Remote Support, Onsite Support, Hardware Troubleshooting, Software Troubleshooting, Printer and Peripheral Support, Microsoft Office / Microsoft 365 Support, ERP Implementation and Support, IT Asset Management

Programming and Software Development: PHP, Laravel, MySQL, SQL, JavaScript, HTML, CSS, REST APIs, Flutter, Git, GitHub, Web Application Development (portfolio: www.mahmoudkm.com)

PROFESSIONAL EXPERIENCE

Senior Infrastructure Specialist

Diagram Construction | Giza, Egypt | May 2025 – Present

Run day-to-day IT infrastructure operations for the head office and remote construction sites, covering network availability, systems, security, ERP, and internal tools for 100+ users across 14 sites.

- Manage and continuously improve the company's LAN/WAN infrastructure, including MikroTik routers, managed switches, VLAN segmentation, and wireless access points across 14 sites, including the head office.
- Investigate and resolve connectivity, routing, and performance incidents to restore service quickly and reduce downtime for business-critical operations.
- Configure and maintain FortiGate firewalls, including security policies, network segmentation, and IPsec / SSL VPN for site-to-site and remote access.
- Deploy and maintain CCTV/NVR systems at company premises and project sites, including camera installation, recording storage, remote viewing, and fault resolution.
- Administer Windows Server domain controllers with Active Directory, DNS, DHCP, and Group Policy, plus Exchange / Microsoft 365 accounts.
- Run virtual servers on VMware ESXi / vCenter and Hyper-V, with Veeam backups and Zabbix / PRTG monitoring to keep systems available.
- Provide day-to-day IT support for 100+ users and serve as the escalation point for complex hardware, software, and network issues.
- Built Laravel systems for the company: Core IT for asset management and ticketing, and an HR attendance system syncing ZKTeco devices at 14 sites.
- Plan IT setup for new sites, from cabling and connectivity to workstations and surveillance, coordinating with ISPs and vendors.
- Write and maintain infrastructure documentation, including network diagrams, IP addressing, device configurations, and standard procedures.
- Improve the company's in-house ERP by proposing and implementing new features, troubleshooting issues, and supporting business application users.

IT Help Desk

Xceed | Egypt | Feb 2025 – May 2025

- Delivered first- and second-line technical support to end users in a corporate environment, both remotely and onsite.
- Logged, prioritized, and closed 20+ incidents and service requests daily in a ticketing system, meeting SLA and response-time targets.
- Fixed Windows operating system, hardware, and software issues, closing most tickets at first contact.
- Restored LAN, Wi-Fi, VPN, and internet connectivity for affected users.
- Handled user account requests, password resets, and access permissions.
- Configured Microsoft Office / Microsoft 365 applications, Outlook, and email clients.
- Diagnosed and fixed printer, scanner, and peripheral faults.
- Escalated complex issues to specialist teams with clear technical detail and followed them through to resolution.
- Contributed troubleshooting guides and recurring solutions to the knowledge base to speed up future fixes.

IT Help Desk

I7 | Egypt | Oct 2020 – Feb 2025

- Served as a first point of contact for end-user technical support for over four years, handling a growing volume and complexity of incidents.
- Investigated Windows, hardware, and software faults on desktops, laptops, and peripherals.
- Isolated LAN, Wi-Fi, and internet connectivity faults caused by IP, DNS, and DHCP misconfigurations.
- Deployed PCs and laptops for new users and maintained printers, scanners, and multifunction devices.
- Installed and updated business software and Microsoft Office, and managed user accounts, shared-folder permissions, and access requests.
- Tracked 20+ incidents daily through a ticketing system and identified root causes of recurring problems to reduce repeat tickets.
- Carried out preventive maintenance on IT equipment and kept IT asset records up to date.
- Partnered with infrastructure and network teams on escalated incidents, network changes, and hardware upgrades.

Freelance Full Stack Developer

Self-employed | Remote | 2016 – Present

- Delivered 15+ web applications for clients, including a complete ERP system, e-commerce stores, and digital card platforms, using Laravel, PHP, MySQL, and Flutter.
- Handle hosting, domain, and deployment setup, and troubleshoot live production issues for client websites.

IT Help Desk

3D | Egypt | May 2015 – Oct 2020

- Answered help desk requests onsite and by phone, reinstalling and configuring Windows, drivers, applications, and Microsoft Office.
- Repaired and upgraded PCs and laptops after hardware diagnostics, and set up printers, scanners, and peripherals.
- Fixed basic network and internet problems such as cabling faults, IP settings, and router access.
- Handled account requests, set up equipment for new employees, and documented tickets and fixes.

EDUCATION

B.Sc. in Computer Science and Information Systems

6th of October University | Giza, Egypt | Graduated 2022 | Grade: Good

CERTIFICATIONS AND COURSES

Certifications: Cisco CCNP (2024) | Cisco CCNA (2023) | Microsoft MCSA (2022)

Courses: Advanced Laravel and Livewire (Udemy, 2024) | Flutter App Development (Udemy, 2024) | Cyber Security Fundamentals (Coursera, 2023) | IT Support Fundamentals (Google, 2022)

LANGUAGES

Arabic: Native | English: Very Good (Professional Working Proficiency) | German: Good (Intermediate)

PERSONAL SKILLS

Problem Solving | Analytical Thinking | Communication | Customer Service | Teamwork | Working Under Pressure