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Hesham Abdelkereem

Objective:

A Challenging position with a progressive company that will effectively utilize my engineering position within a global organization and industry leader of (IP) networking solutions & technologies that will add value to my technical expertise & management skills in different varieties of networking systems that enable IP intelligent networks to converge data, voice, video and mobile communications in a secure & integrated architecture. I would like to contribute to that company's continued success, while also enhancing my experiences.

Academic Background:

B.Sc. in **Computer & Electrical Engineering** – Graduated from University of the District of Columbia since July 2009, Washington – District of Columbia, United States of America.



Professional Certification:

Cisco Technical Certification:

CCIE - Cisco Certified Internetwork Expert (Voice) # 40790 (Achieved on October 2013)
CCIE Wireless & Routing/Switching (Passed Written) and working on the Lab.
CCVP / CCNP-V - Cisco Certified Voice Professional
CCNP R/S - Cisco Certified Network Professional (Routing & Switching)
CCNP SP - Cisco Certified Network Professional (Service Provider)
CCDP - Cisco Certified Design Professional
CCIP - Cisco Certified Internetwork Professional
CCNA V - Cisco Certified Network Associate (Voice)
CCNA R/S - Cisco Certified Network Associate (Routing & Switching)
CCDA - Cisco Certified Design Associate



Microsoft Certification:

MCT Microsoft Certified Trainer
MCSE 2013 Microsoft Certified Solution Expert (Communication)
MCSE 2013 Microsoft Certified Solution Expert (Messaging)
MCSE 2013 Microsoft Certified Solution Expert (Server Infrastructure)
MCSE 2013 Microsoft Certified Solution Expert (Desktop Infrastructure)
MCSE 2013 Microsoft Certified Solution Expert (Cloud)
MCSA 2013 Microsoft Certified Solution Associate (Server Infrastructure)
MCITP 2008 Microsoft Certified IT Professional (Server Infrastructure)
MCTS 2008 Microsoft Certified Technology Specialist (OCS 2007 R2)
MCSE 2003 (Microsoft Certified Systems Engineer),
MCSA 2003 (Microsoft Certified Systems Administrator),

Management Certification:

EXIN - ITIL V3 (IT Infrastructure Library).

Experience (Employment History)

Position: Unified Communications & Network Solutions Expert.

Division: Unified Communications & IT Department.

Duration: 2004 - Present

Company: Khalil Engineering Consulting (KEC) - Egypt

Country: Egypt – Nasr City, Cairo.



Company Profile:

KHALIL Engineering Consulting (KEC) was established in 1968 by Eng .Khalil Amin as Mechanical engineering firm. Since then, it has developed into a highly specialized firm providing integrated services at the highest international standards, In the field of the Electrical and Mechanical works covering Mechanical/HVAC, Plumbing, Fire protection, Industrial control, Building Management Systems (B.M.S.), Telecommunication networks and Information systems

Job Responsibilities:

- Planning and Design of large scale IP Based Network for Voice Over IP (VOIP), Routing & Switching, Security, Wireless, Operating Systems and Softwares.
- Understanding technical specifications of new products to be transferred to a complete network design with BOM, Proposal, Network layouts and Schematics.
- Provide Technical Sales Consultancy by Planning, Design and Propose IP Based Network Telecommunication Solutions for Small Business Companies, Healthcare and Education.
- Assisting in developing statements of work, network design, assembling bill of materials
- Cisco, Microsoft, HP Networking, VMware and Citrix Generalist
- Create, present and document technical solutions and verify correct parts for proposed solutions.
- Understand and articulate Microsoft, Citrix and Cisco's Architectures and Services.
- Delivering Consultancy service for Planning & Designing for IP Based Network Solutions.
- Developing solutions proposals that comply with the customer requirements in terms of business and budget and match best practice and industry standards.
- Perform proof of concepts and pilot testing for customer implementations testing strategy.
- Conduct operational and process reviews in compliance to ISO27001 standards or best practice.
- Generates High-Level Design (HLD) & Low-Level Design (LLD) validation for highly complex networks.



Position: Senior Unified Communication Consultant

Division: Consulting Services Team.

Duration: 2012 – 2013.

Company: Insight – North America.

Country: United States– Tempe, AZ.

Company Profile:

Insight is a Global provider of information technology (IT) hardware, software and service solutions to business and public sector organizations. Its Founded since 1988, headquartered in Tempe, Arizona.

Insight is a leading partner of Cisco, Juniper , Microsoft, EMC, HP Networking, VMware, Symantec, IBM and Citrix solutions. Along with all of our networking partners. We offer converged solutions and are a leader in providing cutting edge technologies. Our offerings include: Unified Communications, Data Center, LAN/WAN/Wireless, IP Video Surveillance, Paging/Messaging, Contact Center, and Collaboration.

Job Responsibilities:

- Responsible for design collaboration and implementation, planning and capacity management of large enterprise multi-site telephony and video environments.
- Work with clients and Insight teams to identify technical requirements for Unified Communications and complex migration strategies
- Perform network readiness and current state telephony assessments.
- Implement and support Unified Communications solutions for clients based on industry best practices
- Provide knowledge transfer and operational documents to the client.
- Conduct admin and end-user training for clients.
- Provide quality assurance documentation review and peer review on projects.
- Develop and maintain relationships with clients and internal teams.
- Monitor network utilization, capacity, and quality.
- Detect, diagnose, and resolve network problems using methods that minimally impact production environment function.
- Participate in infrastructure capacity planning and expansion activities.
- Participate in complex team projects in both a contributor and lead role.
- Leading projects and help customers to efficiently design their network.Helping the customer based on experience with different business units to guide him for best practice and call flows to suit and fulfill the business needs.

Position: Unified Communication Engineer
Division: Voice Consulting Team.
Duration: 2012 – 2012.
Company: NetXperts Inc. – North California.
Country: United States– San Ramon, CA.



Company Profile:

NetXperts, a Cisco Gold Certified Partner providing services to local Bay Area organizations since 1996, Headquartered in San Ramon , CA

NetXperts is a partner of Cisco , Microsoft, EMC, HP Networking and VMware.

Job Responsibilities:

- Responsible for design collaboration and implementation, planning and capacity management of the telephony and video environments.
- Develop and implement the technical architecture and physical design of the network supporting the Unified Communications
- Responsible for meeting customer's network designs and infrastructure needs as they relate to hardware and software installation.
- Set up and configures customer hardware according to specifications desired, tunes operating systems and loads application software in computer.
- Implementing test plans, migration plans & delivery plans
- Train customers on hardware and software use.
- Maintain customer contact via telephone to assure the smooth operation of systems installed.
- Direct any customer requests, inquiries and/or concerns to appropriate individual(s) as needed.
- Communicate status of accounts on a regular basis.
- Maintain current knowledge levels on existing products and/or acquire knowledge on merging technology and products.
- Install, configure, and maintain high-capacity network hardware in a multi-vendor environment.
- Monitor network utilization, capacity, and quality.
- Detect, diagnose, and resolve network problems using methods that minimally impact production environment function.
- Participate in infrastructure capacity planning and expansion activities.
- Participate in complex team projects in both a contributor and lead role.
- Assist Account Managers during the sales process by educating the customer about new technologies and IP Telephony methodology
- Prepare design documents and presentations. Clearly describing the design, including rationale for decisions and implications of decisions

Position: Cisco Voice & Network Engineer
Division: Engineering Team.
Duration: 2010 – 2012.
Company: Federal Technologies Unlimited - Middle East.
Country: United Arab of Emirates – Abu Dhabi Office.



Company Profile:

FEDERAL TECHNOLOGIES is the MENA premier Technology Integration Company founded since 1998 in Abu Dhabi.

Working closely with U.A.E royal family, Worldwide V.I.P, Home Owners, Real-Estate Developers, Architects, Interior Designers, Facilities Managers and other construction professionals, FTU designs, integrates and maintains world-class Technology Solutions for all forms of Lifestyle, Leisure, I.T and Business Applications.

Job Responsibilities:

- Design, Planning, Installing, Support and Building Networks LAN , WAN , Voice , Wireless & IP Telephony solutions.
- Providing & Support Technical consultants For Cisco Networking Products.
- Provided Professional Technical Proposal based on Best Practice and High level Design.
- Studying Customer Networks, Conducting Site Surveys and providing Post-Sales Service to the customers.
- Provided Pre-sales activities like Proof of Concepts and BOM.
- Perform in-depth and high-level technical presentations for customers, partners, and prospects.
- Work closely with business units and assist with product planning and / or enhancements.
- Understanding technical specifications of new products to be transferred to a complete network design with BOM, Proposal, Network layouts and Schematics.
- Delivering all the required pre-sales and post-sales services for customers.
- Develop and define a Solutions strategy based on Cisco products
- Provide Cisco product line in key competitor offerings in technology area of emphasis required.
- Projects Management for Network Projects Life cycle.
- Evaluating and implementing new or advanced networking technologies.
- Developing long-range plans and conceptual system designs.
- Provide informal knowledge transfer on customer network related topics.
- Technical Sales activities in new and existing opportunities.

Position: Unified Communication Engineer

Division: CTI Team.

Duration: 2009 – 2010.

Company: IT Synergy- Middle East.

Country: Egypt– Smart Village Office.



Company Profile:

IT Synergy currently operates out of the Smart Village in Cairo, Egypt. IT Synergy S.A. was incorporated in Peru in 1999, then in the United States in 2001 and, more recently, as an Egyptian company in 2004. Since 2005 all our operations are managed from our Cairo HQ. **IT Synergy** has provided consulting services in the field of ICT for development to governments, private companies and international organizations in Latin America, Africa and the Middle East. In Egypt we have worked on several projects with the International Organization for Migration, with the United Nations Development Programme and with the Italian Cooperation.

Job Responsibilities:

- Perform technical presentations and products demonstrations for customers.
- Applies knowledge and previous experience in Microsoft infrastructure solutions, messaging and Unified Communications areas
- Perform configuration, testing, and deployment of OCS 2007 roles and related technologies.
- Perform configuration, testing, and deployment of Project Server, SharePoint roles and related technologies.
- Perform configuration, testing, and deployment of DPM 2007 roles and related technologies.
- Contributes significantly in to the development, review and presentation of product capability, best practices, proposals, implementation and support services, project planning, and risk mitigation.
- Review and analyze detailed project documentation and requirements
- Analyze and interpret data logs, process output, and technical information to perform troubleshooting of production environment
- VoIP installation and configuration including IP-PBX.
- Studying Customer Networks, Conducting Site Surveys and providing Post-Sales Service to the customers.
- Remote Support for the clients and server machines.

Position: Technical Support Engineer
Division: Technical Support Team.
Duration: 2008 – 2009.
Company: The Support Store- Europe.
Country: United Kingdom- London Office.



Company Profile:

The Support Store is the UK premier Technology Integration Company founded since 2000 in United Kingdom. The Support Store provides a range of services designed to help different business consolidation and centralizing emails, data and applications with IT support as well as Design and Implementation.

Job Responsibilities:

- Technical incident management.
- First-line IT support and remote access.
- Remote monitoring of business-critical. Products and service levels, PC and server configuration and onsite support on an ad-hoc basis.
- Proactive server monitoring and reporting.
- Troubleshooting problems with computer systems, including hardware and software, e-mail, network and peripheral equipment problems, making repairs and corrections where required.
- VoIP installation and configuration.
- Implemented Anti-Virus Protections System Symantec Products.
- Provide a disaster recovery plan and rollback scenarios.
- Studying Customer Networks, Conducting Site Surveys and providing Post-Sales Service to the customers.
- Trouble ticketing and ability to describe the issue correctly in brief and in a bit more detail.
- Remote Support for the clients and servers computers.
- Weekly report for all customers server's performance.
- Being involved in new office rollouts and infrastructure relocation.
- Acting as a technical resource in assisting users to resolve problems with equipment and data.

Technical Background:

- Design, Implement, Ongoing Management and troubleshooting of Cisco Unified Communications Manager Systems (CUCM).
- Design, Implement, Ongoing Management and troubleshooting of Cisco Unity, Unity and Unity Connection (CU & CUC) as well as advanced features such as Unified Messaging, Speech View , Advanced Call Flow Design and Implementation.
- Design, Implement, Ongoing Management and troubleshooting of Cisco Call Manager Express & Unity Express (CME & CUE).
- Design, Implement, Ongoing Management and troubleshooting of Cisco Unified Presence Server (CUPS).
- Design, Implement, Ongoing Management and troubleshooting of Cisco Unified Contact Center Express (UCCX) with Good Scripting Skills.
- Design, Implement, Ongoing Management and troubleshooting of Cisco Telepresence Video Communication Server (VCS) and Cisco Telepresence endpoints.
- Design, Implement, Ongoing Management and troubleshooting of Cisco WebEx and Meeting Place.
- Design, Implement, Ongoing Management and troubleshooting of Cisco Unified Border Element (CUBE)
- Design, Implement, Ongoing Management and troubleshooting of Cisco Gatekeepers.
- Design, Implement, Ongoing Management of UC Cluster Migration from different versions.
- UC/Network Assessment and Surveys , reporting and development
- Design, Implement, Ongoing Migration from different systems to Cisco UC Cluster.
- Design, Implement, Ongoing Cisco Integration with other UC Systems as well as 3rd party.
- Advanced Troubleshooting with IOS commands and RTMT Tool.
- Configuration of call signaling protocols on Voice Gateways SIP ,H.323 ,MGCP and SCCP
- Configuration and Installation of Voice Interfaces (e.g. ISDN , PRI , T1 , E1 , FXO and FXS)
- Configuration of VoIP Dial-peers, Calling Search Space, Route Pattern, Route groups ,Route partitions , Region ,Locations , Media Resources and Device Pools.
- Survivable Remote Site Telephony Configuration, DHCP Server Configuration, LDAP System Configuration, Call Routing Configuration, Access List Configuration, Media Resource Configuration, Configuration, Device Configuration, Gateway Configuration, Cisco Unified IP Phone Configuration, Trunk Configuration.
- Installation of Bulk Administration Tool for IP Phones and IP Communicators.
- Configuration of QoS for VOIP over Wired and Wireless Network.
- Configuration of Cisco Core & Edge switches platforms(e.g Cat6500 ,Cat4507 , Cat4506 , Cat2960 , Cat3550 and etc)
- Configuration of switching protocols:-Spanning-tree: STP, RSTP, and VTP – EtherChannel.
- Configuration of Cisco Wireless systems that includes (Wireless controllers with full redundancy system , Lightweight access points and autonomous access points)
- Implementing Network requirement for IPTV systems.
- Using Netformx DesignXpert and Cisco feature navigator for precise, accurate and professional network design, consultancy and issuing BOM & proof of concept for the client.
- IOS upgrade and recovery for Switches, Routers and Wireless Accesspoints.
- Professional Visio Drawing for New and Existing Network System and Call Flow Design

Personal Skills:

- Customer oriented, Team spirit, Self-confident & Hardworking.
- Excellent People, Communication & interpersonal skills.
- Understand customer requirements and satisfaction needs.
- Ability to work under stress and pressure to meet deadlines.
- Ability to work in any environments.
- self-motivated individual that is dedicated to exceeding customer expectations
- Excellent analytical and writing skills.
- Technology oriented with good technical aptitude.
- Sense of quality and precision in fulfilling duties and tasks.
- Excellent business administration and management skills.
- Able to develop a plan, set priorities, allocate resources and monitor progress.
- Reliable and willing to solve client demands.
- Keen for new experience, responsibility and accountability.
- A comprehensive technical grounding, including a good understanding of networking principles and bases.
- Ability to describe the issue correctly and in-detail.
- Ability to gather the required information and researches for a specific task.

On-Job Professional Skills:

- Excellent Knowledge of Networking landscape.
- Strong ability to grasp new concepts.
- Excellent technical problem-solving, troubleshooting and diagnostic skills.
- Experience dealing with clients and new business opportunities.
- Professional phone manner and with excellent personal communication – tact, discretion and patience when dealing with a range of clients.
- Completely fluent in English, confident and coherent on the telephone and in written English.
- Excellent written and verbal communication, listening, negotiation and presentation skills.
- A fast learner, with a curiosity about information technology.
- Excellent trouble researching and analysis.
- Report writing and presentation skills.
- Ability to identify and provide remedial recommendations.
- Ability to work unsupervised, under pressure and meet deadlines.
- Strong network security design, audit & testing experience.
- Good working experience from installing, configuring and maintaining backup software.
- Understanding and conversant about company, competitors, technologies, solutions, product strengths, weaknesses, opportunities and threats.

Languages:

Language	Speak	Read	Write
English	Fluent	Fluent	Fluent
Arabic	Fluent	Fluent	Fluent

Personal Information:

Name	Hesham Abdelkereem
Date of Birth	12/30/1987
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