

Raymon Samir Morcos

IT Specialist

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Career Objective

I am seeking a role that will effectively challenge my skills and abilities. Over the course of my 22 years in the IT sector, I have collaborated with a diverse range of national, international, and private organizations. My experience encompasses various systems, including Novell, Macintosh, Cisco, and Windows. During my tenure with IDRC and USAID, I gained valuable exposure to international work environments and cultures, equipping me to handle any responsibilities associated with an IT position.

Skills

Windows operating systems, Windows Server , Active Directory, DNS , DHCP, Exchange Server, Cisco CCNA, Cisco Call Manager , Cisco ASA , Pfsense, Fortigate, Aruba , Riverbed , Mac OS, Network , Switches, VMWare, ESXI Servers, VSphere.

Working Experience

IT Specialist December 2022 – March 2025

USAID/DAI, Macro-Economic Stabilization and Reform (MESR) Project

- Operate and maintain office machinery; act as an IT generalist and address daily office challenges.
- Handel internet disruptions and troubleshooting computers.
- Collect IT needs from users and create solutions to fulfill organizational requirements.
- Install and upgrade company software and hardware when necessary.
- Ensure that data storage is protected, secure, and consistently backed up.
- Set up surveillance cameras and monitors inside and around the project office.
- Aid in the organization and management of events, workshops, conferences, etc.
- Provide support for desktops, laptops, printers, network, switches and servers.
- Keep an inventory of internal licenses and monitor compliance. .
- Resolve any IT system and software issues encountered by coworkers.
- Educate coworkers on network security and optimal computer practices.

IT Specialist June 2017 – November 2022

New Vision Organization

- Develops, sets up, and manages the organization's IT infrastructure, including the establishment of Domain servers, PFsense Firewall systems, and the configuration of Wi-Fi and Network setups.
- Set up, install, and oversee Operating Systems and antivirus applications on all company devices.
- Conduct daily monitoring of server system logs.
- Maintain and create user accounts and email accounts.

IT Specialist December 2007 – March 2017

IDRC (Canada); Middle East and North Africa Regional Office.

- Oversee the infrastructure, procurement, budgeting, contracts, and services for the regional office
- Implement, support, and ensure continuity of the Information Management system.
- Develop, set up, and manage the IT environment of the regional office, which includes Windows servers from 2003 to 2016 and VMware ESXi virtual machine servers.
- Set up, configure, and maintain Microsoft Exchange versions 2007, 2010, and 2013..
- Handle the administration of the Cisco call manager to support the VoIP telephone system.
- Configure, operate, and monitor the performance and logs of Riverbed servers.
- Set up, operate, and monitor the wireless network utilizing Aruba appliances.
- Configure, operate, and monitor the performance and logs of Cisco ASA firewalls.

IT Coordinator November 2003 – December 2007

Arascope film

- Developed, implemented, verified, and managed the configuration of the network plan
- Transitioned from Novell Netware to Windows 2003 Server, Exchange 2007, and ISA 2006.
- Installed and configured Active Directory, DNS, DHCP, Group Policy, email accounts, and internet security measures.
- Created a network diagram, installed cabling and switches, set up the firewall, and configured internet and wireless connections.
- Administration of user accounts within a mixed Novell environment (including Novell, Windows Server 2003, Windows, and Mac)
- Maintenance and installation of Macintosh computers, including Mac OS

Technical Support November 2001 – October 2003

Consumer Finance Company (CITI BANK)

- Provision of technical assistance for Windows NT.
- Administration of Windows NT servers.

Education

- **BSC. In Computer Science** **Modern Academy, Maadi.** Cairo, Egypt.
- **High School** **Guizera Language School.** Cairo, Egypt.

Certification

- **CCNA** Cisco Certified Network Associate
- **MCTS** Microsoft Certified Technology Specialist

Languages skills

- English : Excellent
- Arabic : Mother Tongue

Personal Qualifications

- Excellent time management and communication skills.
- Strategic, focused, and highly results oriented.
- Ability to meet deadlines successfully, maintaining the quality of work.
- Excellent customer service skills.