

ZIAD HANY SOBHY ABDALAZIZ

Network Engineer | System Administrator | Technical Support | IT Help Desk

Zagazig, Sharqia, Egypt [+20 109 981 8243 \(WhatsApp\)](tel:+201099818243)

ziadhanysobhyabdaliz@gmail.com

[Portfolio Website](#) [LinkedIn: Ziad Hany](#)

PROFESSIONAL SUMMARY

Network Engineer and IT Support professional with hands-on experience in network administration, system support, and technical troubleshooting gained at a financial trading company and a leading telecom provider. CCNA-certified with practical, applied knowledge of Cisco routing and switching, Windows Server administration, and cloud computing fundamentals, including direct experience delivering CCNA training to university students. Comfortable working across help desk operations, network configuration, and end-user support in fast-paced environments. Bachelor of Information Technology graduate (2026) seeking to apply networking and system administration skills in a dynamic, technology-driven organization.

WORK EXPERIENCE

Network Engineer & Support Intern | Themar Securities Brokerage | Dokki, Egypt

July 2025 - August 2025 | Full-time

- Supported day-to-day network operations and assisted in maintaining LAN infrastructure for the company's trading systems.
- Provided technical support to end users, troubleshooting connectivity, hardware, and software issues to minimize downtime.
- Assisted senior network engineers in configuring and monitoring network devices to ensure stable, secure connectivity.
- Gained practical exposure to network operations within a financial services environment where uptime and security are critical.

Technical Support Agent | Orange Egypt | Smart Village, Maadi

August 2025 - October 2025 | Full-time

- Handled inbound call center customer calls regarding DSL and home router issues, delivering consistent, professional service.
- Performed remote troubleshooting over the phone to diagnose and resolve internet connectivity and router configuration problems.
- Guided non-technical customers step-by-step through router resets, settings changes, and basic network fixes.
- Maintained accurate call documentation and followed structured troubleshooting workflows to ensure fast issue resolution.

Volunteer Event Coordinator | Enactus - Port Said | Port Said

October 2025 - January 2026 | Volunteer

- Coordinated logistics and scheduling for community and university events, managing multiple tasks under tight timelines.
- Interacted directly with attendees and stakeholders, strengthening public-facing communication skills.
- Developed time management and organizational skills through planning and executing events with volunteer teams.
- Collaborated with a diverse team to ensure smooth event execution from planning through follow-up.

CCNA Trainer | Faculty of Information Technology, Port Said University | Port Said

December 2025 - March 2026 | Part-time

- Personally delivered CCNA training sessions to Information Technology students, covering networking fundamentals, routing, and switching.
- Designed and led hands-on lab exercises, guiding students through real Cisco configuration scenarios.
- Explained complex networking concepts in a simplified, structured way to support different learning paces.
- Strengthened personal mastery of CCNA topics while building presentation, mentoring, and communication skills.

EDUCATION

Bachelor of Information Technology

Faculty of Management Technology and Information Systems - Information Technology Department

Port Said University

2022 - 2026 | Graduate 2026

GPA: 3.1 / 4.0

Grade: Very Good

TRAINING & COURSES

CCNA Trainee

National Telecommunication Institute (NTI), Ministry of Communications and Information Technology, Port Said Branch |

February 2025 - April 2025

- Completed structured CCNA training covering network fundamentals, IP addressing, routing, and switching concepts.
- Awarded a certified CCNA certificate from NTI upon successful completion of the program.

Cloud Engineer Summer Training

Information Technology Institute (ITI), Ismailia Branch | May 2024 - July 2024

- Completed foundational training in cloud computing concepts, service models (IaaS, PaaS, SaaS), and virtualization.
- Gained exposure to core cloud infrastructure principles used in modern enterprise environments.

Additional Courses & Study Tracks

- CCNA 200-301
- MCSA (Windows Server 2016 / 2019 / 2022)
- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- Linux Basics
- AWS Fundamentals

SKILLS

Technical Skills: TCP/IP, DNS, DHCP, LAN/WAN, VPN, VLAN, OSI Model, Cisco Routers & Switches Configuration, Windows Server Administration (Active Directory, Group Policy), Linux Basics, System Administration, Wireshark, SolarWinds, Remote Desktop, PuTTY, Virtualization (VMware, Hyper-V), Cloud Computing Fundamentals (AWS, Azure basics), Cybersecurity Fundamentals (Firewall, Antivirus, Security+ basics), IT Support and Help Desk Operations, Hardware & Software Support, Remote Support Tools (Any Desk, TeamViewer), Microsoft Office Suite

Soft Skills: Teamwork and Collaboration, Communication Skills, Problem Solving, Time Management, Customer Service Orientation, Work Under Pressure, Active Listening, Positive Attitude

CERTIFICATIONS

- CCNA Certification - National Telecommunication Institute (NTI), Ministry of Communications and Information Technology, Egypt
- Technical Support Certificate - Google
- Cloud Computing Certificate - ITI (Information Technology Institute)
- Red Hat System Administration I
- Red Hat System Administration II
- Introduction to Security
- Network Fundamentals

LANGUAGES

Arabic: Native English: B2 (Intermediate)