

MOHAMED NABIL EID ALI

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PROFILE SUMMARY

Senior Web Hosting Engineer with strong experience in shared hosting and VPS management, including server administration, DNS, SSL, backups, and technical troubleshooting. Currently building beginner-level Flutter apps for mobile and web while expanding my technical development skills.

SKILLS

Web Hosting Administration: Shared hosting, VPS, DNS, SSL, backups, control panels

Systems Administration: Windows Server, Active Directory, SQL Server

Network Management: CCNA fundamentals, basic cybersecurity protocols

Development: Flutter (beginner), mobile app development, web development

Software Proficiency: Microsoft Office Suite (Word, Excel, PowerPoint)

Soft Skills:

- Strong problem-solving and analytical abilities
- Effective communication and team collaboration
- Ability to work under pressure and manage multiple tasks
- Strategic planning and execution

WORK EXPERIENCE

Thamara *August 2025 – Present*

Senior Web Hosting Engineer

Web Hosting & Service Management:

- Managed shared hosting and VPS services with focus on stability and availability.
- Handled DNS, SSL, backups, migrations, and day-to-day hosting troubleshooting.
- Worked with the marketing team to support brand development through technical hosting expertise.
- Designed an internal tool to streamline customer billing workflows and reduce manual work. **Key Impact:**
- Improved coordination between technical support and business-facing teams.
- Contributed to a better customer experience by refining hosting processes and internal tools.

Telecom Egypt *2019 – 2025*

Technical Support Admin / IT Support & System Administrator

Technical Support & Maintenance:

- Provided end-user technical support and resolved hardware/software issues.
- Installed and maintained operating systems and software according to policy.

Network & Systems Management:

- Supervised network infrastructure, including switches, routers, and firewalls.

- Managed Windows Server and SQL Server environments and monitored system performance.

Troubleshooting & Leadership:

- Diagnosed faults, proposed improvements, and optimized daily IT operations.
- Coordinated tasks within the technical support team and monitored service quality. **Key Achievements:**
- Improved response time by 20% through support process optimization.
- Implemented a backup and recovery process that reduced data loss incidents by 95%.
- Contributed to a major server upgrade project and migration to a newer OS version.

EDUCATION

Bachelor's Degree in Management Information Systems

Faculty of Computers and Information Technology, Shorouk Academy *September 2014 – July 2018*

PROJECTS

Website & Hosting Development Project

- Collaborated on database design and structured web pages.
- Managed hosting services, domain setup, and resolved server-related issues.
- Supported a beginner-level Flutter mobile and web application project.

ACHIEVEMENTS

- Reduced technical support response time by 20% by optimizing support procedures.
- Implemented a new backup system, reducing data loss incidents by 95%.
- Enhanced network security, decreasing cybersecurity threats by 30%.
- Supported Thamara brand development with the marketing team through technical web-hosting expertise.
- Designed an internal tool to improve customer billing workflow and operational efficiency.

LANGUAGES

Arabic: Native

English: Very Good (Written & Spoken)

INTERESTS & HOBBIES

- Keeping up with the latest trends in networking and cybersecurity
- Troubleshooting and developing custom IT solutions
- Reading technology books and engaging in self-learning