Mohammed Fathy El Gerssany

Dear Hiring Manager,

I am presently seeking for an opportunity where I can leverage my expertise and contribute in systems improvement and technological advancement across the organization.

Glimpse of my professional qualifications:

- ✓ Graduate in Electronics Engineering with Oracle and ICDL IT certifications.
- ✓ 6+ years of hands-on and field experience in Systems Engineering, Technical Management, Service, Maintenance and Technical Support.
- ✓ In-depth knowledge of Hand Held Terminals (Shweers X600 Germany) installation, maintenance and troubleshooting.
- ✓ Strong background in desktop support, configuration, and workstation issues from initial problem analysis to final end resolution.
- ✓ Projects handled were mostly from government department – RTA and DOT.
- ✓ Ability to deal with work pressure and meet tight project deadlines.

I look forward to discuss my capabilities in detail and I am available for a personal interview. Thank you for your time and I look forward for a positive response.

Sincerely,

Mohammed Fathy El Gerssany
Mobile: +974 66155435
E-mail: mohfathy80@yahoo.com

Mohammed Fathy El Gerssany

IT Professional – Technical Management & Systems Engineering

Mobile: +974-66155435 **E-mail:** mohfathy80@yahoo.com

Profile Summary

Gulf experienced professional with 6+ years of track record and expertise in Systems Engineering, Technical Management, Service, Maintenance and Technical Support. Successfully handled large number of technical, maintenance and support issues for Parking Fine Systems (HHT-PFS), Car Park Management Systems (CPMS) and RFID Trolley Management Systems across the local market. Owns a disciplined and solutions oriented approach with ability to provide system administration whilst render expert technical assistance addressing to technological advancements. Strategic leader and fast track achiever with excellent analytical, decision making, problem solving and coordination skills.

Strengths

- Qualified Engineer & IT Professional
- Superior Technical Management skills
- Excellent Administration & Coordination skills
- Leadership & Effective Client Support
- Strong commitment to service excellence
- Systems Engineering expertise
- In-depth Knowledge of Hand-held Terminals
- Deep knowledge in Power & Electronics
- Analytical skills with keen eye for details
- Adaptable – Flexible - Quick Learner

Qualifications

Bachelor of Electronics Engineering (Automatic Control & Industrial Electronics)

Certificates in ICDL, OCA+OCP (Oracle DBA)

Arab Academy for Science & Technology, Egypt

Networking Essentials, Basic IT & Hardware, Programming Core Knowledge, Database Fundamentals I, Visual Basic, Introduction to Operating Systems, Introduction To Windows 2000 Professional & Server, Oracle Developer, Data Base Fundamentals II, Java Programming & Internet Technology, Unix, Introduction to Oracle 9, Data Base Fundamental I, Data base Performance Tuning

Work Experience

Systems Engineer (Maintenance In-charge)   **Feb 2008 - Present**

Kazarooni Company, UAE (http://www.kazarooni.net/kazarooni_technical_co.htm)

A forerunner in Parking Management Systems, Parking Guidance Systems, Parking Enforcement & Fine Systems, Traffic Signal Control & Monitoring System, Transportation Ticketing & dispatch Systems and Security Solutions.

IT Support Engineer   **Sep 2006 – Dec 2007**

El Nasr Boy's English Language Schools, Alexandria, Egypt

IT Trainer   **Jun 2004 – Dec 2007**

International British Institute, Alexandria, Egypt

Achievements

- Successfully completed various configuration and installation of hardware, software and peripherals pertaining to Handheld Computers, Car Park Management System and Trolley Management System.
- Effectively worked on special configuration hardware / software tools and utility programs while ensuring proper functioning of systems and compliance with advanced technology.
- Developed excellent contacts with government authorities personnel (RTA, DOT, Dubai Airport, NDIA, and Qatar Airways) for most of projects handled were from the said authorities.
- Developed excellent contacts with international system manufacturers personnel (Schweers informationstechnologie, Lyngsoe Systems, DESIGNA - Car Park Management and Access Control Systems, Parkhelp, Quercus Smart Detection and PIPS Technology) .

Areas of Expertise

Systems Engineering

- Communicate with colleagues or clients to understand specific system requirements.
- Provide advice on project costs, design concepts, or design changes.
- Collaborate with engineers or software developers to select appropriate design solutions or ensure the compatibility of system components. Evaluate technologies to consider factors like cost, portability, compatibility, or usability. Provide technical guidance or support for the development or troubleshooting of systems. Monitor system operation to detect potential problems.
- Document design specifications, installation instructions and other system-related information.

- Identify system data, hardware or software components required to meet user needs.
- Verify stability, interoperability, portability, security or scalability of system architecture.
- Provide guidelines for implementing secure systems to customers or installation teams.

Service & Technical Management

- Provide technical direction for the development, design and systems integration for client engagement from definition phase by implementation.
- Easily recognize system deficiencies and implements effective solutions.
- Plan and manage routine schedule maintenance plus attend breakdown maintenance as needed.
- Create and execute development plans and revises as appropriate to meet changing needs.
- Keep Project Manager well informed of status of development effort and serves as liaison between development staff and Project Manager.
- Manage development lifecycle and administering technical risks throughout project.
- Apply significant knowledge of industry trends and developments to improve service to clients.

Projects Handled

As Systems Engineer & Maintenance In Charge

- Car Park Management Systems on all sites with Designa Systems, Germany on following locations
    - Dubai International Airport (T1-T2-T3)
    - Sharjah International Airport, Sharjah
    - Deira City Center, Dubai
    - Mall of the Emirates, Dubai
    - Dubai International Financial Center
    - Dubai RTA Parking Fine System (RTA - PFS)
    - Abu Dhabi Department of Transport Parking Fine System (DOT – Mawaqif)
    - NIDA Parking Management and Guidance System
    - Qatar Airways tower II Car Park Management System.
    - Many other medium scale projects
- RFID Trolley Management System in Dubai Airport Terminal 3, Wanzl/Lyngsoe Systems-Germany.

As Technical Support Engineer

- Parking Fine System of Roads and Transport Authority (RTA), Dubai, using X600Handheld Computers, Schweers Germany.
- Parking Fine System of Department of Transport (DOT), Abu Dhabi, using X600Handheld Computers, Schweers Germany.

Technical Proficiency

- All Windows versions & MS office packages
- Background in Programming with Visual Basic6, VB.Net
- DBMS programs with ACCESS, SQL Server & Oracle programs
- Background in PLC & Microcontroller Programming; Power & Electronics
- Deep knowledge in Computer or Laptop hardware / software troubleshooting

Trainings - Courses

- Maintenance-Hardware Repair Parking Enforcement Handheld Terminals, Schweers, Intec Germany
- RFID Trolly Management System, Wanzl/Lyngsoe System, Germany
- Operation & Maintenance training of Car Park Management Systems - Designa, Germany
- Operation & Maintenance training of Stelio P&D Machines - Schlumberger, France
- Intelligent guidance systems installation , testing and commissioning training – ParkHelp, Spain

Personal Details

Nationality	:	Egyptian
Date of Birth	:	4th November 1980
Marital Status	:	Single
Visa Status	:	UAE Employment Visa
Driving License	:	UAE light vehicle
Languages	:	English & Arabic
Reference	:	Will furnish promptly upon request