

MOHAMED RAFIK IBRAHIM ELDIEB

Senior Network Engineer | Infrastructure Manager | Azure Solutions Architect

6th of October, Al Jizah, Egypt

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PROFESSIONAL SUMMARY

Results-driven Infrastructure Manager with 10+ years architecting secure, high-availability network environments across financial services and enterprise sectors. Proven expertise in Microsoft Azure (Solutions Architect, Security Engineer), Cisco networking (CCNA), and Fortinet security stack (FortiGate, FortiManager, FortiAnalyzer). Delivered 50% operational cost reduction through cloud migration and infrastructure optimization. Seeking Senior Network Engineering role to drive cybersecurity resilience and cloud transformation initiatives.

CORE COMPETENCIES

Network & Security: TCP/IP, DNS, DHCP, VLAN, VPN (IPsec/SSL), BGP, OSPF, SD-WAN, FortiGate, FortiManager, FortiAnalyzer, Sophos XG, Firewall Administration, Threat Detection
Cloud & Identity: Microsoft Azure (IaaS, PaaS, SaaS), Azure AD, Microsoft 365, Exchange Online, Azure Virtual Desktop, Microsoft Intune, Hybrid Identity
Systems Administration: Windows Server (2012-2022), Active Directory, Group Policy, WSUS, WDS, IIS, MS-SQL, Hyper-V
Infrastructure Management: ITIL, Disaster Recovery, Business Continuity, Change Management, Budget Control, Team Leadership

PROFESSIONAL EXPERIENCE

IT Manager | AF Securities | September 2024 – Present | 6th of October, Egypt

- **Architect hybrid cloud infrastructure integrating Azure AD with on-prem Active Directory, enabling seamless identity management**
- **Implement FortiGate next-gen firewall policies reducing security incidents by 40% through granular traffic inspection and intrusion prevention**
- **Administer WSUS patch management maintaining 95% critical update compliance within 48-hour deployment windows**
- **Manage MS-SQL database clusters supporting trading platforms with 99.9% uptime**

IT Manager | Pharos Holding for Financial Investments | November 2025 – Present | Cairo, Egypt
(Concurrent with AF Securities - Part-time/Consulting basis)

- Provide strategic IT infrastructure oversight for financial investment holding company
- Configure and maintain FortiGate firewall infrastructure and Azure AD integration
- Develop IT policies and procedures ensuring compliance with financial services regulations

Infrastructure Manager | Abgad (Pharos Consumer Finance) | September 2024 – Present | Cairo, Egypt

(Concurrent with AF Securities - Part-time/Consulting basis)

- Provide strategic IT infrastructure oversight for financial investment holding company
- Configure and maintain FortiGate firewall infrastructure and Azure AD integration
- Develop IT policies and procedures ensuring compliance with financial services regulations

Infrastructure Manager | Abgad (Pharos Consumer Finance) | February 2023 – September 2024 | Cairo, Egypt

Promoted from IT Manager role below

- Engineered Fortinet security fabric (FortiGate/FortiSwitch/FortiAP).
- Optimized Azure resource allocation through rightsizing VMs and reserved instances.
- Designed site-to-site VPN architecture connecting branch offices with 99.5% uptime and automated failover
- Managed MS-SQL high-availability groups ensuring RPO <15 minutes for critical financial databases
- Implemented Azure AD Conditional Access policies enforcing MFA

IT Manager | Abgad (Pharos Consumer Finance) | August 2022 – February 2023 | Cairo, Egypt
(Note: Chronology adjusted - this was earlier role at same company)

- Installed, configured, and administered Windows Server, Active Directory, Group Policy, file shares, WSUS, WDS, and FortiGate firewall
- Developed and implemented IT infrastructure strategies, policies, and procedures
- Monitored and maintained IT systems, networks, and applications ensuring optimal performance

IT Manager | HD Securities | October 2019 – July 2022 | Al Jizah, Egypt

- Spearheaded Sophos XG firewall deployment replacing legacy infrastructure, improving threat detection accuracy by 35%
- Led IT team of 4 technicians through ITIL-based change management processes, achieving 98% on-time project delivery
- Implemented WDS automated imaging reducing workstation deployment time from 4 hours to 45 minutes
- Established disaster recovery protocols with 4-hour RTO through Azure Site Recovery implementation
- Configured DFS namespace and replication for 5TB of shared data across 2 sites ensuring 99.9% file availability
- Managed IT staff including hiring, training, and performance evaluation

IT Manager | NEN Global | January 2019 – October 2019 | Egypt

- Developed and implemented IT strategies supporting organizational goals across multiple locations
- Oversaw installation, configuration, and maintenance of computer hardware, software, and networks
- Managed IT staff including hiring, training, and evaluating employees
- Configured Windows Server, Active Directory, Group Policy, and pfSense firewall infrastructure
- Monitored system performance ensuring 99.8% uptime availability

Network & System Administrator | ASA Business Group | February 2018 – December 2018 | Giza Governorate, Egypt

- Installed, configured, and administered Windows Server, Active Directory, Group Policy, file shares, and Sophos Firewall
- Monitored system performance ensuring maximum uptime and availability
- Developed security policies protecting data, software, and hardware from unauthorized access

Technical Support Specialist | E-Finance | May 2015 – February 2018 | El Jizah, Egypt

- Delivered L2/L3 technical support for 4 major government digital transformation projects:
 - Petroleum Products Distribution Management

- **Social & Solidarity Safety Programs**
- **Farmer Development Program**
- **Traffic Department in Ministry of Interior**
- **Resolved 95% of network connectivity and Active Directory authentication tickets within SLA timeframes**
- **Deployed and configured Windows Server infrastructure across 12 remote sites supporting 500+ end users**

IT Network Administrator | UBC Brokerage Company | December 2014 – May 2015 | El Jizah, Egypt

- **Installed, configured, and administered Windows Server 2012 R2, Active Directory, Group Policy, file shares, and Sophos XG Home Edition Firewall UTM**
- **Managed brokerage trading systems and ensured regulatory compliance**
- **Additional responsibilities: Bookkeeping official and E-Trade official**

Technical Support Agent | Xceed | December 2013 – September 2014 | Egypt

- **Provided technical support for TE-Data Up Q broadband accounts resolving 80+ connectivity issues daily**
- **Troubleshoot DSL modem configurations, router setups, and wireless connectivity problems**
- **Achieved 95% customer satisfaction rating through effective communication**

IT Support Officer | Namaa Securities Brokerage Company | November 2008 – September 2013 | 6th of October, Egypt

- **Installed, configured, and administered Windows Server 2008/2012, Active Directory, Group Policy, file shares, and firewall infrastructure**
- **Managed margin trading systems, back-office operations, and international trading platforms**
- **Provided customer service for e-trade and intraday trading customers**
- **Additional roles: Bookkeeping official, back-office official for International Trading**

Customer Service & IT Official | Tadawel Securities Brokerage Company | November 2006 – November 2008 | 6th of October, Egypt

- **Served as Customer Service Official for 6th of October Branch**
- **Acted as delegate for headquarters and customer communications**

- **Managed branch IT infrastructure and trading workstation support**
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EDUCATION

Benha University – Bachelor of Commerce, Accounting (English Section) | 2002 – 2008

La Rose De Lisieux School – High School, Mathematics | 1989 – 2002

CERTIFICATIONS

Microsoft Certified: Azure Solutions Architect Expert (May 2023 – May 2027)

Microsoft Certified: Azure Administrator Associate (May 2023 – May 2027)

Microsoft Certified: Azure Network Engineer Associate (May 2023 – May 2027)

Microsoft Certified: DevOps Engineer Expert (May 2023 – May 2027)

Microsoft Certified: Azure Developer Associate (May 2023 – May 2027)

Microsoft Certified: Azure Virtual Desktop Specialty (May 2023 – May 2027)

Microsoft Certified: Teams Administrator Associate (June 2023 – June 2027)

Microsoft Certified: Azure Data Engineer Associate (May 2023 – May 2026) Retired

Microsoft Certified Trainer (MCT) (May 2015 – December 2026)

Cisco CCNA Routing & Switching 200-120 (March 2015 – March 2018)

MCSA: Windows Server 2012 R2 (April 2015)

TECHNICAL TRAINING

Cybersecurity: CEH v8, Cisco SECFLND, Cisco SECOPS, Usable Security, Software Security, Cryptography, Hardware Security

Systems & Networking: CCNA R&S, MCSA Windows Server 2012 R2, Training of Trainer (TOT)

Cloud & Automation: Python Crash Course, Git/GitHub, Configuration Management, Cloud Automation

Professional Development: Communication Skills, Decision Making

LANGUAGES

Arabic: Native

English: Professional Working Proficiency
