

Mohamed Mahmoud

Information Technology Professional

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Edinburgh, UK

PROFESSIONAL PROFILE

IT professional with over 20 years of international experience spanning systems administration, network engineering, and technology-enabled project delivery, including direct work for a national telecommunications operator and public-sector-facing service improvement in the UK. Comfortable operating across multidisciplinary and multicultural teams, with strong stakeholder communication skills built through engagement with public institutions, vendors, and end users. Native Arabic speaker with fluent English, bringing a genuine cross-border, result-oriented working style and full flexibility for domestic and international travel.

KEY SKILLS & COMPETENCIES

Microsoft 365 Administration	Teams, SharePoint, Message Centre
Cloud Services	Azure fundamentals; AWS (certified); cloud-based service configuration and support
ICT Project Delivery	End-to-end project management using Agile methodologies; multi-disciplinary team working
Systems Administration	Network configuration, PSTN/FTTH infrastructure, CCTV/IP systems, backup solutions
Business Process Improvement	Identifying technology solutions to improve service outcomes and efficiency
Stakeholder Engagement	Effective communication with clients, vendors, managers, and technical teams at all levels
Problem Solving & Analysis	Diagnosing complex faults, interpreting technical information, and proposing solutions
Programming & Scripting	Python, C/C++; automation and data analysis
Languages	Arabic (native), English (fluent), German (basic), Turkish (basic)
Mobility	No obstacles to domestic or international travel; fully open to relocation

PROFESSIONAL EXPERIENCE

Since relocating to Edinburgh, I have continued to strengthen my expertise in IT infrastructure, Microsoft 365 administration, Windows environments, networking, and technical support while applying my problem-solving and customer service skills in a professional setting. My background in telecommunications engineering, combined with my experience supporting users, troubleshooting technical issues, and working with Microsoft technologies, has enabled me to deliver reliable IT services and communicate effectively with both technical and non-technical stakeholders. I am committed to continuous professional development and am eager to contribute my technical knowledge, analytical skills, and strong work ethic to AKGÜN Teknoloji, supporting enterprise and public sector projects in Turkey and internationally.

Planning Engineer - Voice Core Planning | Telecom Egypt, Smart Village , Oct 2020

- Led day-to-day administration and planning of voice systems across Telecom Egypt's fixed and mobile networks, ensuring continuous service availability.
- Managed the ATM Migration Project across the East Delta sector, coordinating resources, timelines, and stakeholder communication throughout the project lifecycle.

- Configured and maintained core network components; provided front-end troubleshooting and resolution of faults, minimising service downtime.
- Collaborated with vendors (Siemens, Ericsson) and internal teams on PSTN circuit migration planning, documenting legacy systems and recommending modern alternatives.
- Produced regular progress reports for senior management and ensured compliance with technical standards and project objectives.

FTTH Projects | *Telecom Egypt (Meet Alamel / Aga) 2021*

- Deployed and maintained FTTH (Fibre to the Home) infrastructure as part of a national broadband rollout, ensuring delivery to agreed timescales.
- Performed fibre splicing, OTDR testing, and commissioning; maintained accurate network documentation for ongoing support and future upgrades.
- Coordinated with civil teams, planners, and quality auditors to ensure compliance with national standards and customer service targets.

Network Engineer O&M (Team Lead) | *Telecom Egypt, Mansoura, May 2017 – Jan 2018*

- Led a team of five engineers in the day-to-day troubleshooting and maintenance of telecom networks across the region.
- Coached and mentored new engineers; assessed performance and developed team capabilities to meet evolving operational demands.
- Escalated complex technical issues to specialist teams while ensuring business continuity and minimal disruption to services.

Founder & Technical Manager | *CCTV & Security Systems Company, Egypt 2015– Now*

- Founded and managed an end-to-end ICT and security systems business, responsible for design, installation, configuration, and ongoing support of IP camera, DVR/NVR, and access control systems.
- Administered client-facing systems, providing user training, documentation, and helpdesk-style support to ensure smooth day-to-day operation.
- Integrated CCTV with access control and intruder detection systems; managed backup and recovery configurations for system resilience.
- Built and maintained long-term client relationships through responsive support and scalable, compliant system designs across multiple sites.
- Managed project resources, budgets, and timelines; led on-site technical teams across multiple governorates in Egypt.

EDUCATION & QUALIFICATIONS

PhD Student – Telecommunications (AI, ML & WSN) | *Mansoura University (ongoing)*

- Research focus: intelligent models for network performance optimisation and anomaly detection in wireless sensor network environments.

MSc Electronics & Communications Engineering | *Mansoura University, Oct 2021*

- Advanced research on tunable photonic crystal fibres; modelling and simulation using COMSOL FEM. Published in an international telecommunications journal.

BSc Electronics Engineering (Honours) | *Al-Mansoura University, May 2000*

- Grade: Very Good with Level of Honour.

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- AWS AI Practitioner Challenge - Udacity April 15, 2026
- Introducing Generative AI with AWS - Udacity (July 2025)
- AWS Educate: Machine Learning Foundations - Amazon Web Services (June 2025)
- Marketing Diploma (2016)
- IBDL - International Business Driving Licence (2015)
- CCNA - Cisco Networking Academy (2014)
- Siemens Communications Training - Siemens Training Centre, Germany (Feb 2006); Award for Excellent Performance

LANGUAGES

Arabic: Native **English:** Fluent **German:** Basic **Turkish:** Basic

REFERENCES

Available on request. References include an academic supervisor (Mansoura University), a senior manager at Telecom Egypt, and a character reference from a former employee of the City of Edinburgh Council.