

Adel Walid

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SUMMARY

Junior Network & IT Specialist with 1+ year experience supporting 140+ distributed sites, specializing in network monitoring, VPN connectivity, and L1/L2 troubleshooting. Experienced in remote operations, ticket handling, and multi-site infrastructure support.

PROFESSIONAL EXPERIENCE

IT Specialist

03/2025 – 04/2026

Timeline ↻

Remote

- Managed and monitored over 140+ networks across distributed sites, While ensuring availability and stability.
- Resolved L1/L2 technical support tickets, Including network, A/V, And System issues.
- Provided remote assistance to on-site technicians, for network deployment, configuration, and troubleshooting.
- Configured VLAN segmentation and OpenVPN connectivity, enabling remote access to sites for local troubleshooting.
- Designed and Implemented small-scale networks for EV systems.
- Automated network reporting and internal workflows using n8n (AI assisted workflow).
- Supported implementation of access control systems (CDVI, Hikvision).
- Utilized tools such as Hamina for wireless network planning and implementation.
- Gained exposure to IoT, And A/V systems.

Technical Support

06/2023 – 01/2024

Concentrix

Cairo, Egypt

- Handled customer issues via-phone
- Troubleshoot product issues with the customer
- Provide assistance in a retail setting

EDUCATION

Bachelors in Management Information Systems

09/2020 – 09/2024

ASA/ Ain Shams Academy ↻

First Settlement

SKILLS

Enterprise Network Configuration and Deployment

Cisco

TP-Link

Monitoring and Tools

Advanced IP Scanner

Wireshark

Omada

Operating Systems

Windows

Basic Linux (Ubuntu)

Automation

n8n (AI Driven Workflow)

Basic Python

Networking

TCP/IP, DNS

OSPF, EIGRP, Static Routing, VRRP, VRF

VLAN, STP, EtherChannel

LANGUAGES

Arabic



English



CERTIFICATES

- CCNA [↗](#)
- QSC Control and UCI Fundamentals [↗](#)

COURSES

MCSA ↗ SCAL Academy Active Directory Windows Server System Admin	09/2024 – 01/2025 Cairo, Egypt
CCNP Encor ↗ SCAL Academy BGP Routing EIGRP VPN Configuration	09/2024 – 01/2025 Cairo, Egypt
Security + New Horizons Security Best Practices Network Security Device Security	2021 – 2021 Cairo Egypt

PROJECTS

Weldrick Office Network Deployment

- Configured network connectivity for end-user devices, including PCs and printers
- Deployed and validated wireless access point connectivity across the site
- Assisted in planning and implementing VLAN segmentation for improved network organization and security
- Supported IoT network setup for CCTV/NVR systems
- Conducted testing and validation to ensure network stability and performance
- Created technical documentation for structured network infrastructure
- Installed and configured UPS systems with sequential load management for power reliability

Network Automation Workflow (n8n)

- Developed an automated workflow to retrieve and process site data from web sources
- Implemented data filtering logic to identify offline sites based on status values
- structured data for analysis and reporting
- Integrated AI processing to generate and send automated notification emails to operations teams

Business Card Automation Workflow

- Built an automation workflow to capture and process incoming messages from a designated channel
- Parsed message data into structured content and extracted image (binary) data
- Integrated AI to analyze and extract relevant information from images
- Automated data entry by exporting structured outputs into Excel sheets for record management