MINA ASHRAF MONIR

IT Specialist

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PROFESSIONAL SUMMARY

Results-driven IT Specialist & Systems Administrator with 4+ years of hands-on experience maintaining high-availability IT infrastructure across 25–50 user multi-platform environments (Windows 11, macOS, Linux). With knowledge in CCNA, MCSA, backed by a Computer Science degree. Demonstrated expertise in Windows Server administration, local LAN/Wi-Fi deployment, component-level hardware diagnostics, disaster recovery backup protocols, and custom IT operations software (IT Box).

CERTIFICATIONS & ACCREDITATIONS

- **CCNA (Cisco Certified Network Associate) – Self Learning**
- **MCSA (Microsoft Certified Solutions Associate) – Self Learning**

CORE TECHNICAL COMPETENCIES

Operating Systems & Servers: Windows Server, Windows 10/11 Pro/Enterprise, Linux (Ubuntu, Debian), TrueNAS SCALE, macOS
Networking & Infrastructure: TCP/IP, DNS, DHCP, IPv4 Subnetting, LAN / WLAN Setup, Router & Switch Config, Wi-Fi Optimization, Network Printers, Cat6/RJ-45, Wireshark
Hardware Diagnostics & Servicing: Component-level diagnostics, Custom PC Assembly, Motherboard / RAM / Storage bench testing, Laptop repair, Thermal maintenance, Preventative servicing
Storage, Backups & Systems Operations: Offline & Air-Gapped Backups, Cloud Backup Sync, ZFS Pools, NAS Admin, IT Asset Tracking (IT Box), SaaS License Management, ESC/POS Thermal Printing, Barcode Scanners

PROFESSIONAL WORK EXPERIENCE

Rada Public Relations — Cairo, Egypt | **IT Specialist (Full-Time)** **Feb 2026 – Present**

- Direct IT operations for 25–50 endpoints (Windows 11, macOS); deployed custom IT Box to digitize hardware inventory, serials, warranties, and peripheral assignments.
- Supervise enterprise SaaS software subscriptions, removing redundant license seats and cutting monthly recurring operational expenses.
- Manage multi-function network printers, access control policies, and daily network health across office floor plans.
- Terminated and tested structured network cabling, set up wireless routers with WPA3/WPA2 authentication, and maintained local office network integrity.
- Deployed and maintained local office network infrastructure (switches, Wi-Fi access points, routers, network printers), diagnosing latency and resolving connectivity drops.

El Helal Import & Export — New Cairo, Egypt | **IT Specialist (Part-Time)** **Sep 2023 – Jul 2025**

- Administered on-premise Windows Server system, managing central network shares, user access levels, and file permissions for 30+ operational employees.
- Architected and executed an isolated, offline scheduled backup routine to external storage drives, securing critical customs, import, and accounting records against ransomware.
- Deployed and maintained local office network infrastructure (switches, Wi-Fi access points, routers, network printers), diagnosing latency and resolving connectivity drops.

Rada Public Relations — Cairo, Egypt | **IT Specialist (Part-Time)** **Nov 2021 – Jul 2025**

- Delivered Level 1/2 helpdesk support for 40+ workstations, resolving hardware failures, driver conflicts, OS errors, and automating cloud backups for critical multimedia assets.
- Terminated and tested structured network cabling, set up wireless routers with WPA3/WPA2 authentication, and maintained local office network integrity.

TECHNICAL INFRASTRUCTURE PROJECTS

IT Box — Internal IT Department Operations Hub | *Flutter, SQLite, Desktop & Mobile* **Deployed at Rada PR**

- Engineered an offline-first inventory application utilized daily to track 50+ enterprise hardware assets, maintenance histories, and automated warranty/license alerts.

NAS Dash — TrueNAS SCALE Remote Management Client | *Flutter, REST APIs, WebSockets*

- Developed a native Android monitoring tool for TrueNAS SCALE storage servers, providing remote telemetry for ZFS pool health, disk alerts, and CPU/RAM load.

EDUCATION & LANGUAGES

Bachelor of Science in Computer Science — Cairo Higher Institute, New Cairo, Egypt (Graduated 2026)
Languages: English (Fluent / Professional)