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| **Hesham Abdelkereem**  **Uxbridge, UB8 3ED, United Kingdom +447772277785**  **Objective:** Contributing my international working experience from two International Telecommunication Service Provider (Orange Business Services & Verizon), a leading collaboration OEM (Polycom) and a global IT consulting firm (Insight) to enhance and develop the business process that would increase company’s continued success, while also improving my experiences.  **Academic Background:** Enrolled in **Executive Master of Business Administration (EMBA) –** MBA Candidate at Sheffield Hallam University since September 2016, Sheffield – South Yorkshire (UK)  B.Sc. in **Electrical & Computer Engineering –** Graduated from the University of the District of Columbia since July 2009,Washington – District of Columbia (USA)  **Professional Certification:**  **Cisco Technical Certifications:  CCIE - Cisco Certified Internetwork Expert (Data Center) # 40790 (Achieved on August 2018)**  **CCIE - Cisco Certified Internetwork Expert (Wireless) # 40790 (Achieved on September 2015)**  **CCIE - Cisco Certified Internetwork Expert (Voice) # 40790 (Achieved on October 2013)**  **CCVP / CCNP-Voice** - Cisco Certified Voice Professional  **CCNP R/S** - Cisco Certified Network Professional (Routing & Switching)  **CCNP SP** - Cisco Certified Network Professional (Service Provider)  **CCDP** - Cisco Certified Design Professional  **CCIP** - Cisco Certified Internetwork Professional  **CCNA V** - Cisco Certified Network Associate (Voice)  **CCNA R/S** - Cisco Certified Network Associate (Routing & Switching)  **CCDA** - Cisco Certified Design Associate  **Microsoft Technical Certifications:**  **MCT** Microsoft Certified Trainer  **MCSE** Microsoft Certified Solution Expert (Core)  **MCSE** Microsoft Certified Solution Expert (Productivity)  **MCSE 2013** Microsoft Certified Solution Expert (Communication)  **MCSE 2013** Microsoft Certified Solution Expert (Messaging)  **MCSE 2013** Microsoft Certified Solution Expert (Server Infrastructure)  **MCSE 2013** Microsoft Certified Solution Expert (Desktop Infrastructure)  **MCSE 2013** Microsoft Certified Solution Expert (Cloud)  **MCSA 2013** Microsoft Certified Solution Associate (Server Infrastructure)  **MCITP 2008** Microsoft Certified IT Professional (Server Infrastructure)  **MCTS 2008** Microsoft Certified Technology Specialist (OCS 2007 R2)  **MCSE 2003** (Microsoft Certified Systems Engineer),  **MCSA 2003** (Microsoft Certified Systems Administrator),  **Management Certifications:**  **EXIN – PRINCE2 Foundation**  **EXIN – ITSM (IT Service Management) based on ISO/IEC 20000**  **EXIN - ITIL V3 (IT Infrastructure Library)**  **Languages:**  **English - Fluent**  **Arabic - Fluent**  **Spanish - Intermediate**    **Position: Senior Network Consultant**  **Division: Consulting Services Team.**  **Duration: 2012 –2014. Company: Insight – North America.**  **Country: United States– Tempe, AZ**    **Job Responsibilities:**   * Responsible for design network, wireless, collaboration, implementation, planning and capacity management of large enterprise multi-site enterprise network, telephony and video environments. * Work with clients and Insight teams to identify technical requirements for Unified Communications and complex migration strategies * Implement and support Wireless and Unified Communications solutions for clients based on industry best practices * Provide knowledge transfer and operational documents to the client. * Conduct admin and end-user training for clients, Participate in infrastructure capacity planning and expansion activities. * Participate in complex team projects in both a contributor and lead role leading projects and help customers to efficiently design their network.   **Position: Network & IT Engineer**  **Division: IT Engineering Team.**  **Duration: 2010 – 2012. Company: Federal Technologies Unlimited - Middle East**  **Country: United Arab of Emirates – Abu Dhabi Office**  **Job Responsibilities:**   * Design, Planning, Installing, Support and Building Networks LAN, WAN, Voice, Wireless & IP Telephony solutions. * Providing & Support Technical consultants For Cisco Networking Products. * Provided Professional Technical Proposal based on Best Practice and High-level Design. * Studying Customer Networks, Conducting Site Surveys and providing Post-Sales Service to the customers. * Provided Pre-sales activities like Proof of Concepts and BOM. * Perform in-depth and high-level technical presentations for customers, partners, and prospects. * Work closely with business units and assist with product planning and / or enhancements. * Understanding technical specifications of new products to be transferred to a complete network design with BOM, Proposal, Network layouts and Schematics. * Delivering all the required pre-sales and post-sales services for customers. * Develop and define a Solutions strategy based on Cisco products * Evaluating and implementing new or advanced networking technologies. * Developing long-range plans and conceptual system designs. * Provide informal knowledge transfer on customer network related topics. * Technical Sales activities in new and existing opportunities.   **Position: Infrastructure and UC Engineer (Contractor)**  **Division: CTI Team.**  **Duration: 2009 – 2010. Company: IT Synergy - Europe & Middle East**  **Country: Italy & Egypt** | **Experience (Employment History)  Position: Senior Presales Solutions Partner**  **Division: - North America** **Duration: 2018 –2019 Company: Orange Business Services – North America**  **Country: United States– New York, NY**  **Job Responsibilities:**   * Responsible for building strategic relations at all levels including executive level and significantly expand Orange Business Services scope and portfolio of services with targeted customers and prospects. This mission includes key stakeholders’ relationships up to and including CxO, contributing to joint sales planning, sales and solution strategy definition, identification of potential opportunities, deals shaping and deal qualification. * Responsible for continuously looking into digital technology evolution/opportunities with the ambition to increase our customer intimacy and grow the (profitable) business and value of services delivered by Orange. * Perform top quality client relations, applying persuasive communication skills to lead client meetings, identify requirements, manage expectations, negotiate project-specifics, outline resources and pitch technical plans. * Establish, supervise, motivate and mentoring account managers in building solutions to address specific customer needs and outperform competing offers. * Set clear, realistic, and time-bound objectives that align to business growth and apportioning challenging objectives into tasks that are achieved within a realistic time-frame, maintaining the focus whilst overcoming obstacles. * Manage complex solution sales pursuits with a focus on executive relationships in multi-competency designs for the US East Region in SD-WAN, Connectivity, Wireless and Collaboration solutions   **Position: Principal Network Architect**  **Division: Integrated Services Engineering** **Duration: 2017 - 2018 Company: Verizon – North America**  **Country: United States– New York, NY**  **Job Responsibilities:**   * Responsible for design network and implementation, planning and capacity management of Complex and large enterprise network ,multi-site telephony and video environments of complex E164 Dialplan , Leaf of CUCM Clusters, CUCM Mega Cluster , CUCM Session Management Edition (SME) , Unity Connection , IM&Presence , UCCX , WebEx , Unified MeetingPlace , CUBE , SIP , H323 , Expressway, VCS , CER , PLM , ELM, Prime Collaboration , ESXi , Vcenter , UCS-B and C Series. * Assist in the ongoing design, implementation, and maintenance of UCaaS (Cisco HCS) * Contribute to strategic objectives of the organization, with specific focus on Enterprise Network, Unified Communications, collaboration tools and equipment * Maintain and upgrade wireless, voice, video and collaboration tools and network infrastructure in accordance with established processes and procedures * Develop strategic Architectures and Solutions based on customer business needs   **Position: Network Architect**  **Division: Professional Services Team.**  **Duration: 2014-2016 Company: Polycom – North America.**  **Country: United States– Boston , MA**  **Job Responsibilities:**   * Execute on the hands-on implementation of Microsoft Infrastructure, Polycom RealPresence Platform and Microsoft UC projects. * Escalation resource for advanced project and support related tasks. * Work with team to define and develop best practices, deployment methodology, as well as technical processes and procedures. * Assist customers with thinking through Network Infrastructure/UC management policies and legacy PBX integrations. * Perform analysis on customer network and application management environment, make recommendations for optimizing existing processes and effectively communicate the value of change. * Communicate regularly with the customer, project team, and other project stakeholders regarding project management activities including planning, progress, issues and resolution, budget, change orders, timelines, etc. * Contribute to the Pre-Sales effort, Requirements Definition, Technical Architecture, and Design for new technology projects and develop the Customer Proposal.   **Technology Strengths:**   * Collaboration * Wireless Network * Routing/Switching * Microsoft Infrastructure * Virtualisation * SD-WAN Viptela * SD Access   **Tools:**   * Microsoft Office (Word, Excel, PowerPoint) * Microsoft Visio, MS Project and Salesforce CRM * Cisco CCW and Netformx DesignXpert * Oracle Siebel and JIRA   **Product Experience:**   * Cisco Core Network (65XX Core Switches, 45XX, 38XX, 37XX, 35XX, 29XX) * Cisco Wireless (Wireless Controllers, Unified Access, MSE, WCS, Prime, ISE, Access Points) * Cisco Voice (Cisco HCS, Spark, TMS, Expressway, CMS, CUCM, CUCME, CUBE, Prime Collaboration, WebEx, Meeting Place, Unity Connection, Presence, Jabber, UCCX) * 3rd Party Collaboration (Informacast Paging, SynApps,) * Cisco Nexus (9K ACI, 7K, 5K, 2K, 1000v) * Cisco DC (UCS B-Series, ACI, APIC Cluster) * Microsoft UC (OCS 2007 R2, Lync 2013, Skype for Business 2015) On-Premises * Microsoft Infrastructure (Microsoft AD, Exchange, Windows Server, SCOM, SCCM, DNS, DHCP and DPM) * Polycom UC (RealPresence DMA, RMX, RPAD, VBP, Websuite, Realconnect, RSS, CSS) * Voice Gateways (Sonus SBC 2000/4000/7000 and Cisco ISR G1/G2/G3) * Citrix (XenServer, XenApp and XenDesktop) * Virtualisation (VMWare ESXi and Microsoft Hyper-V) * SD-WAN (Cisco Viptela, vManage, vSmart, vBond, vEdge, vAnalytics, NFV, VNF and LiveActions)   **Deliverables Experience:**   * HLD, LLD, Admin-Training, End-User Training, System Design Specification * BOM, SOW, Proposals, LOE, RFP/RFI * Call Flow Design and Network Design Diagrams (Logical and Physical)   **Personal Information:**   |  |  | | --- | --- | | **Name** | Hesham Abdelkereem | | **Date of Birth** | 30/12/1987 | | **Nationality** | American (U.S Passport Holder) | | **U.K Visa Status** | Eligible to work full-time with no visa sponsorship on Spouse Visa. | | **Driving Licence** | Full & Clean Car and Motorcycle UK Driver’s Licence class AB | | **Address** | Uxbridge, UB8 3ED, United Kingdom | | **Cell Number** | +447772277785 | | **Personal E-mail** | heshamcentrino@gmail.com |   **EXCELLENT REFERENCES AVAILABLE UPON REQUEST** |

* Applies knowledge and previous experience in Microsoft infrastructure solutions,   
  messaging and Unified Communications areas
* Perform configuration, testing, and deployment of OCS 2007 roles and related technologies.
* Contributes significantly to the development, review and presentation of product capability, best   
  practices, proposals, implementation and support services, project planning, and risk mitigation.
* Studying Customer Networks, Conducting Site Surveys and providing Post-Sales Service to   
  the customers.