

Hazem Emam

Date of Birth: 20 April 2001

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Portfolio (EN): <https://hazememam.netlify.app/>

Portfolio (AR): <https://hazememam.netlify.app/index-ar>

Career Objective

Motivated and skilled IT Specialist and CCTV Technician with practical experience in computer systems, network configuration, and surveillance system installation. Familiar with VoIP, FXO gateways, and call center solutions. Committed to delivering efficient, secure, and reliable IT and security services. Passionate about continuous learning and problem-solving in fast-paced environments.

Education

Bachelor of Commerce – Cairo University, Graduated: 2024

Technical Expertise

- CCTV Installation & Maintenance – Analog and IP systems
- Networking – Configuration of routers, switches, and LAN/WAN setups
- VoIP & FXO Systems – Installation and management of call center infrastructure
- IT Support – Diagnosing and repairing hardware/software issues
- System Administration – Windows OS and basic server management

Skills

- Networking
- Microsoft Office
- CCTV Systems
- VoIP & PBX
- Troubleshooting & Problem-solving
- Communication & Teamwork
- Time Management
- Adaptability

SoftSkills

- Problem Solving
- TeamWork
- Communication Skills
- Attention to Detail
- Leadership
- Customer Service

Tools & Technologies

- Hikvision, Dahua, and other CCTV brands
- Routers & Switches
- IP Telephony (VoIP), PBX systems, FXO/FXS modules
- Windows Server, TeamViewer, Remote Desktop
- Network analysis tools (e.g., PRTG)
- Microsoft Office Suite & ICDL applications
- Accounting & POS Software: ZKTeco, CodeZone, Archive System, Issabel

Basic Programming & Software Knowledge

- HTML, CSS, SQL, Python
- Adobe Premiere, Adobe Photoshop

Professional Experience

Shaheen Coffee – IT Specialist

April 2024 – Present

- Responsible for IT infrastructure across 4 branches, 3 factories, and 2 administrative offices.
- Manage and support 700+ users with hardware, software, and network troubleshooting.
- Install and maintain CCTV systems, racks, and structured cabling.
- Supervise system performance, user accounts, and internal systems like ZKTeco and POS.
- Coordinate salary closures and handle financial software issues.
- Work closely with the Team Manager on servers and backup management.

ArabyAds Marketing – Team Leader, Content Moderation

March 2022 – November 2024

- Promoted to Team Leader within two months based on performance.
- Led 100+ content moderators; delegated tasks, tracked performance, and ensured team efficiency.
- Moderated social media pages, handled large volumes of inquiries, and ensured brand image.
- Responsible for customer interaction, spam filtering, and FAQ reporting.
- Coordinated with marketing and sales teams to align messaging and resolve issues promptly.

Joulz Compound – Data Entry Clerk

June 2019 – December 2020

- Entered and managed property data and client information in a real estate system.
- Maintained organized digital records, ensuring data accuracy and integrity.
- Worked with sales and admin teams to update listings and handle sensitive data.