

Abanoub Ehab Malak

Personal Information:

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 - **GitHub:** github.com/AbanoubEhab
 - **Date of Birth:** 13 January 1997
 - **Military Status:** Exempted
 - **Address:** Ezbet Alnakel, Marg
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Education

Bachelor of Commerce (Accounting)

Ain Shams University — **2020**

65.15% (Good)

Courses

- Cisco Certified Network Associate (**CCNA**)
 - Microsoft Certified Solutions Associate (**MCSA**)
 - Red Hat Linux Administrator (**RHCSA**)
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Technical Skills

- **Virtualization:** Proxmox, Virtual Machines, LXC Containers
 - **Containerization:** Docker, Docker Compose
 - **Security:** Sophos Firewall (maintenance, updates, patches, policy management)
 - **ERP Administration:** Frappe ERP System
 - **Programming Languages:** Python (Scripting)
 - **Networking:** CCNA (DNS, DHCP, TCP/IP, VLANs)
 - **Operating Systems:** Linux (Ubuntu, Debian, Fedora, RedHat)
 - **Hardware & Peripherals:** Photocopier and Printer Maintenance (Canon)
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Languages

- **English:** Very Good

Professional Experience

IT Specialist

Gamers Lounge — June 2022 – Present

- Managed and maintained **Proxmox** and **Linux servers** for optimal performance and uptime.
- Configured, updated, and maintained **Sophos firewall**, ensuring network security and compliance.
- Troubleshoot network issues, including **DNS**, **DHCP**, and hardware/software failures.
- Administered **Frappe ERP system**, handling installation, configuration, and system management.
- Optimized system performance and resource utilization through monitoring and adjustments.
- Collaborated with IT team members on system design and technology implementation for business operations.

Technician: Photocopiers and Printers

Canotech — May 2018 – June 2022

- Installed, configured, and maintained **Canon** photocopiers for clients.
- Diagnosed and repaired issues such as paper jams, toner problems, and hardware malfunctions.
- Managed driver installations and trained users on troubleshooting procedures.

Call Center Agent

IMI (Orange) — May 2017 – Oct 2017

- Provided customer support for billing, service requests, and technical issues.
 - Resolved complaints and disputes, ensuring customer satisfaction and efficient service delivery.
 - Documented interactions in the CRM system and stayed updated on products and services through ongoing training.
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Other Skills

- Quick learner with adaptability to new technologies.
- Strong problem-solving and analytical thinking.
- Excellent communication and team collaboration skills, with the ability to work independently when required.