

Ahmed Hassan

IT SYSTEMS ADMINISTRATOR · TECHNICAL SUPPORT · CRM & BUSINESS PROCESS AUTOMATION

Cairo, Egypt · +20 111 198 9111 (WhatsApp) · ahmed.hassan@4itx.com · linkedin.com/in/ahmed0hassan · ahmed.4itx.com

Nationality: Egyptian · **Languages:** Arabic (native) · English (professional, spoken and written) · **Availability:** 30 days

Working remotely from Cairo (GMT+3) — open to remote roles and contracts worldwide. Nine years of continuous remote delivery across Egypt and the Gulf.

PROFILE

Fifteen years in IT, from first-line support to running the IT function for operating companies. I work across the whole stack a small or mid-sized business actually needs — servers and hosting, networks and endpoints, business systems, and the automation that connects them. I am used to being the only technical person in the room and owning a problem from the first ticket to the fix. Today I support around 30 users across the companies I cover.

Eight of those years were in the Gulf: on-site in Saudi Arabia until 2017, then delivering remotely from Egypt ever since — nine years of proof that remote works. My strongest recent work is CRM and business-process automation, building sales workflows in Bitrix24, and a Laravel CRM/ERP platform now running in production. I work with AI-assisted tooling every day, which materially extends what I can design, build and support on my own.

TECHNICAL SKILLS

Support & operations	First to third line support, escalation handling, endpoint support, user and access administration, ticketing, technical documentation, Arabic and English support
Infrastructure	Windows Server, Active Directory, TCP/IP, LAN / WLAN, VPN, firewalls, backup and recovery
Hosting	WHM / cPanel, reseller hosting operations, Linux VPS, Apache, DNS, SSL, email accounts, backups
Business systems	Bitrix24 administration, CRM/ERP configuration, sales workflow and business-process automation, WordPress
Development	PHP, Laravel, MySQL / MariaDB, REST API integrations (Google, Meta)
Ways of working	AI-assisted development and administration, remote-first delivery, vendor management, IT budgets, hiring and training IT staff

EXPERIENCE

Technical Lead — IT Infrastructure & Software

March 2020 – present · Part-time

4ITX Solutions — Egypt (remote)

- Lead the technical side of a web hosting and IT services provider: hosting operations, client servers, business systems and support.
- Run WHM/cPanel hosting — provisioning and managing cPanel accounts, reseller hosting, domains and DNS, SSL, email accounts and backups.
- Build and maintain Linux VPS environments running Apache and web applications; migrations, patching and recovery.
- Architected and shipped a Laravel CRM/ERP platform now live in production for a client — 55 database migrations, 33 models and 34 controllers, with full Arabic/English localisation including true right-to-left layout mirroring.
- Integrated Google OAuth (Analytics, Search Console, Drive), the Meta Graph API with a webhook receiver, and IMAP mail, each with token management and error handling.
- Replaced a manual multi-step SSH/SCP release process with a single-command, fail-fast deployment pipeline.
- Provide direct technical support to clients in Arabic and English.

System Administrator — Bitrix24 & Sales Automation

2023 – 2024

IMBS — remote

- Administered the company's Bitrix24 platform end to end: user and role management, permissions, and platform configuration.
- Designed and maintained sales workflow automation — business process flows, stage rules and task automation for the sales team.
- Supported sales and operations users on the platform, and documented how the workflows were built so they could be maintained after handover.
- Ran remote server and system administration alongside the platform work.

IT Manager

December 2021 – present • Part-time

Fuji Misr Elevators & Escalators — Egypt (remote)

- Established the company's IT function from scratch — there was no IT operation before the role.
- Replaced aging servers, network equipment and endpoints; introduced backup and disaster recovery where none existed, with restore testing and business continuity planning.
- Brought in the CRM the company now runs on.
- Reduced the company's recurring IT costs.
- Own the function day to day — infrastructure, network, email, endpoint support, budget and vendor management; hire, train and evaluate IT staff and report IT performance to senior management.

IT Lead

2025 – present

Grand Elev8 — Egypt (remote)

- Lead IT for an elevator and escalator group operating across the MENA region — infrastructure, business systems and technical vendor selection.

IT Consultant

January 2015 – December 2021 • Full-time

ICONS Computer Services — Egypt (on-site and remote)

- Advised business clients on software and infrastructure selection, licensing and procurement, matching solutions to requirements and budget.
- Delivered demonstrations, provided escalated technical support and maintained long-running client relationships.

IT System Administrator

August 2016 – January 2020

Al Qurashi Elevators — Saudi Arabia (on-site to 2017, then remote)

- Built the organisation's IT setup from the ground up — servers, network equipment and systems across two sites.
- Installed and configured servers and network equipment; implemented firewalls and endpoint protection.
- Ran system backups and verified data integrity; maintained and tested disaster recovery plans.
- Planned and executed system upgrades and migrations, and coordinated hardware and software vendors.

IT System Engineer

May 2015 – July 2016

M.Z.E.C.H — Egypt (on-site)

- Handled escalated help desk issues and advanced hardware and software troubleshooting; supported server and network infrastructure, backups and recovery.
- Maintained technical documentation and user manuals; trained and mentored help desk staff.

IT Technical Support

2012 – 2015

AGH Group — Saudi Arabia (on-site)

- First and second line support for users, endpoints and network connectivity; supported server and network installation, and escalated complex issues with full documentation.

EDUCATION & CERTIFICATION

BSc Computer Science — Modern Academy, Maadi, Egypt • 2010

MCITP — Microsoft Certified IT Professional (Windows Server)