

MOHAMED SALMAN ABD ELKHER
IT HELP DESK & SOC LEVEL 1

CONTACTS

PHONE :01065978367

E-MAIL :mohamedsalmanabdelkheir@gmail.com

CITY :CAIRO , EGYPT

OBJECTIVE

Dedicated IT help desk with 1 year of experience in managing and maintaining IT infrastructure, ensuring smooth business operations. Adept in system installations, configuration, and troubleshooting, with a proven track record of optimizing network performance and improving security. Strong problem-solving and communication skills, committed to providing exceptional service and support

EDUCATION

-Bachelor of computer Science

-Faculty of computer and informations Zagazig University, Egypt

-Graduated from Information systems Department , 2022

CERTIFICATIONS

- ❖ CCNA (NTI)
- ❖ MCSA (self study)
- ❖ WIRELESS PENTRATION TESTING (maharatech)
- ❖ FIREWALL ESSENTIALS -FORTIGATE (self study)
- ❖ MALWARE ANALYSIS (maharatech)
- ❖ OWASP TOP 10 (2021) (maharatech)
- ❖ CEH (maharatech)
- ❖ NETWORK PENETRATION TESTING (self study)

SKILLS

- ❖ Programming fundamentals (python)
- ❖ Azure cloud fundamentals
- ❖ Database knowledge: Sql (oracle sql)/ non-sql(mongo)/ pl-sql
- ❖ Oracle apex
- ❖ Linux basics

EXPERIENCE

From 1/6/2023 to 1/6/2024

I spent my military service at the Egyptian Air College in the Information Systems Branch

I was responsible for:

- Network, cable, hardware and software problems
- Make accounts for new students and employees
- join devices to the domain and create the necessary group policies
- control file sharing permissions and accessibility
- network security and web filtering using fortigate device
- Connecting Raspberry Pi devices via a remote desktop script to the server located in each laboratory to control the devices through the server
- Manage the Magic Info Server to control advertising screens inside buildings