

Mina Milad Fahim

IT Supervisor

 10 > march > 1996

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 Cairo

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ABOUT ME

I am an Information Technology Supervisor with over 5 years of experience in various technological fields. With advanced IT skills, I have honed my ability to manage multiple tasks efficiently while ensuring the implementation and upgrading of IT solutions in hospitality settings. My background encompasses extensive technical support roles, successful team collaboration, and an emphasis on improving system efficiencies.

WORK EXPERIENCE

Jan. 2025 Information Technology Supervisor

Present Stella Di Mare Grand Hotel

- Offer Technical Support to the Hotel staff and troubleshoot computer problems.
- Install and update Hotel software and hardware as needed.
- Ensure that all employees have access to the technology they need to complete their work and ensure that all files and information important to the organization remain safe and sound.
- Implementing and raising the efficiency of the information technology department in hotel

Aug. 2022 Information Technology Supervisor

Dec. 2024 Stella Di Mare Sea Club Hotel

- Upgraded more than 200 devices, installed SSD hard drives, and installed software on them.
- Managed Cisco Switches Configuration (VLAN, Telnet, VTP Server, VTP Client, Access-list, Trunk mode, Access mode).
- Managed and installed CCTV systems.
- Managed more than 50 Cisco switches and one Core switch

jan. 2020 Information Technology Network Specialist

Dec. 2020 Orascom

- Maintaining computer networks including mainframes, VPNs, routers and other physical hardware
- Installing and configuring network equipment
- Creating firewalls and updating virus protection software and data security systems to keep data and communications protected
- Monitoring computer systems to improve network performance for all systems
- Troubleshooting, resolving, and communicating networking issues to other employees and management

Sept. 2018 Information Technology Helpdesk

Orascom

Juil. 2019

- Set up devices as well as printers.
- Took backup of the data periodically
- Installed, modified, and repaired computer hardware and software.

SKILLS

- | | | |
|------------------|------------|--------------|
| • CCNA | • MCSA | • C++ |
| • CCNP | • MikroTik | • C# |
| • CCTV | • Fidelio | • PHP |
| • Cisco Switches | • MC | • Javascript |
| • Firewall | • SUN | • React.js |
| • Fortigate | • Routing | • OOP |
| • Kaspersky | | • SQL |
| • Sophos | | |

ONLINE COURSES

- CCNA
- CCNP
- MCSA
- Presenting Data
- HTML5
- CSS3
- JAVASCRIPT
- PHP
- Professional Frontend Web Developer

EDUCATION

Bachelor of Sciences and Education, Mathematics

Assiut University

2020

LANGUAGES

Arabic

English