

MOHAMED SHIMY

IT HELP DESK

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Objective

As a highly motivated IT Specialist with 4 years of comprehensive experience in managing and supporting IT infrastructures, I, Mohamed Shimy, aged 25, am seeking a challenging position where I can leverage my technical skills, problem-solving abilities, and passion for technology. I aim to contribute to innovative projects, enhance my expertise, and grow within a dynamic and forward-thinking organization.

Personal Capabilities

- ✓ Detail oriented, strong organization and a high degree of accuracy.
- ✓ Excellent conceptual and analytical skills.
- ✓ Able to work on my initiative or as part of a team.
- ✓ Networking, negotiating, and problem-solving skills.
- ✓ Analysis and Decision-Making skills.
- ✓ Managing tasks and problem-solving skills.

Experience

GLORY INTERNATIONAL SCHOOLS.

IT Help Desk

2023 - present

- Managed and maintained school IT infrastructure.
- Provided technical support for hardware, software, and network issues.
- Implemented network security measures and conducted system backups.
- Coordinated with vendors for IT equipment and software procurement.
- Trained staff and students on technology use and digital literacy.
- Developed and enforced IT policies for regulatory compliance.
- Monitored and optimized network performance.
- Supported the Learning Management System (LMS).
- Assisted in IT projects such as network upgrades and software deployments.

TELECOM EGYPT WE .

Technical Support

2022

Education

MISR HIGHER INSTITUTE FOR COMMERCE & COMPUTERS, MANSOURA.

Bachelor's degree in Management Information Systems.

2017 - 2021

My studies included a variety of subjects that contributed to the development of my academic skills and processes, such as project management, information systems analysis, database design, and management networks. I also learned how to apply modern technologies to ensure information security and data protection. This made me qualified to deal with current and future challenges in the field of information technology. In addition to theoretical studies, I participated in practical projects and field exercises that helped me... Gain practical experience and apply what you have learned in a realistic work environment. This combination of education Theoretical and practical skills has made me able to deal with various systems and technologies effectively and efficiently.

CERTIFICATION

Cisco Certified Network Associate (CCNA)

08/2022

Cisco ID (CSCO) : **CSCO14158940**

**TRAINING
COURSES**

1. **Network +**
2. **CCNA**
3. **CCNP**
4. **MCSA**
5. **LINUX +**
6. **CCTV**
7. **ENGLISH**

**SOFTWARE
SKILLS**

- Routing & Switching
- Infrastructures
- TCP/IP
- LAN/WAN
- Server Administration
- Active Directories
- Windows Servers
- Enterprise Infrastructures
- Hardware Maintenance
- Troubleshooting
- VMWare
- Firewalls
- Network Security

LANGUAGES

- **ARABIC**
- **ENGLISH**