

khaled mahmoud



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SOCIAL MEDIA



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PROFILE

Experienced IT Engineer with a demonstrated history of working in the retail industry. Skilled in Microsoft Excel, Customer Service, Microsoft Word, Strategic Planning, and Microsoft Office. Strong operations professional with Graduated From King Marriot Academy management information systems Major

EXPERIENCE

03.2024 - present

Sesco Trans for developed logistics

IT Network Technician

- Manage and support LAN and WAN Network devices
- Implement approved Network changes in accordance with applicable procedures
- Analyze and diagnose network problems for a variety of users

10.2023 - 02.2024

Kyndryl

IT Service desk Specialist

acting as a first layer of support and the main contact to end users troubleshoot issues in our team scope assign tickets to the other teams to solve user issues by phone, Email, Or Remotely to make the work environment stable and satisfy

07.2021 - 2023

Fathala markets HQ.

IT Technical Support Specialist

- hardware, operating systems and Firewalls.

Administrate Active Directory and Group Policy in Windows environment.

- Monitor and report on performance for all, applications, and technologies.

- Contributing IT Assets Management.

- Provide day-to-day first level technical support.

12.2017 - 06.2021

Adam Store LTD

IT specialist

Computer, network and CCTV camera maintenance

EDUCATION

King Marriott academy
Management Information Systems

02.2017 - 06.2019

Infinite Realities

IT Engineer

- Administrate and install assigned server, network and client.

- hardware, operating systems and Firewalls.

Administrate Active Directory and Group Policy in Windows environment.

- Monitor and report on performance for all assigned servers, applications, and technologies.

- Contributing IT Assets Management.

- Provide day-to-day first level technical support.

COURSES

- **CCNA 200-125**

Self Study

- **MCSA 2016**

Self Study

- **CompTIA (A+, N+)**

Self Study

SKILLS

Adaptable

Effective interpersonal skills

Team Player

Career Focused

Agility

Eager to learn

SOFTWARE SKILLS

Adobe Photoshop



Windows server



Adobe Illustrator



Microsoft MS Suit



Veeam Backup



pfSense Firewall



HOBBY



Hardware/software *Maintenance



reading



Computer Games

LANGUAGES

English



Arabic



PERSONALITY

Punctuality

Organized

Creativity

Communicative