

SAMY IBRAHIM SAAD

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IT Specialist

Cairo, Egypt



SUMMARY

Astute IT Specialist with proven ability

to analyze, diagnose and resolve computer user support issues.

Experienced in providing comprehensive technical support to users and resolving complex technical issues.

Possesses knowledge of standard operating systems and networking protocols.

EDUCATION

Higher Technological Institute (HTI)

Bachelor of Computer Science And Information
10th Of Ramdan , Egypt. (2017 - 2021)

SKILLS

- Microsoft Dynamics AX
- SQL Server
- Microsoft Windows
- Network Configuration
- Microsoft Office
- C++
- Python
- Microsoft Azure
- Sophos XG Firewall
- Microsoft Windows Server
- packet tracer
- cisco products

CERTIFICATIONS

- Jul 2018 Google IT support (google- coursera)
- Jul 2019 Web design (HTML-CSS-JS-BOOTSTRAP) (ComputeC, Nasr City)
- Jul 2020 N+ (IT-Share, Nasr City)
- Apr 2021 CCNA (IT-Share, Nasr City)
- Jul 2021 Embedded systems (C, C++ , RTOS , Proteus) (Artronix, Nasr City)
- Jul 2022 MCSA (IT-Share, Nasr City)

LANGUAGE

- English (Excellent)
- Arabic (Mother tongue)

PROFESSIONAL EXPERIENCE

IT Specialist

Circle-K Company | FEB 2023 - Present

- Patched software and installed new versions to eliminate security problems and protect data.
- Configured hardware, devices, and software to set up work stations for employees.
- Maintained servers and systems to keep networks fully operational during peak periods.
- Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.

IT Technical Support

Telecom Egypt (WE) | SEP 2022- JAN 2023

- Researched problems and used technical documentation to apply solutions.
- Investigated data issues and offered suggestions for resolution to supervisor.
- Shadowed personnel to learn appropriate methods for solving customer issues and troubleshooting technical problems.

ADSL Technical Support (Part Time)

Vodafone Company | MAR 2022 - AUG 2022

- Manage the large amount of requests and appropriate sources (for ADSL technical support services).
- Scripts and customizations for calls follow.
- Identify customers, clarify information, increase available solutions or alternatives, and follow up on solutions for the customer service department.

COMPETENCIES

- Technical issue analysis
- Application installations
- Application support
- Technical issues analysis
- Data recovery
- Desktop support
- Microsoft Office Specialist (MOS) Expert
- Computer hardware troubleshooting
- Systems administration
- Hardware and software installation