

Shrief Khaled

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10-29-1997

Objective

Highly motivated and technically skilled IT support professional with almost 3 years of experience. Proficient in troubleshooting hardware and software issues, resolving technical problems, and providing outstanding end-user support. Strong knowledge in network administration and system maintenance, with a focus on improving system efficiency and optimizing IT operations. Excellent communication and problem-solving abilities, coupled with a keen attention to detail. Proven ability to adapt quickly to evolving technologies and industry trends. Committed to delivering exceptional IT solutions that drive organizational success.

Education

Information Technology and Computing

Arab open university

Dammam, Saudi Ariba

July, 2020

Experience

AL-Safwa Hospital | Egypt, Cairo

IT Technical Support | 09/2023 – Present

- Implementing and maintaining technical systems with precision and professionalism.
- Overseeing resolution of complex technical issues and ensuring system security.
- Providing specialized technical support to the team.
- Managing software and hardware updates to enhance system efficiency and performance in support of organizational goals.
- Implemented system updates without impacting productivity, resulting in a 20% decrease in related issues

Ministry of defense, Military service | Egypt, Cairo

IT Help Desk | 08/2022 - 08/2023

- Providing timely and effective technical assistance to military personnel and staff.
- Troubleshooting hardware and software issues to ensure operational readiness.
- Ensuring secure and efficient communication systems for mission success.
- Maintaining confidentiality of sensitive information to support operational readiness and mission success.

Orange | Egypt, Cairo

Technical support | 11/2021 - 07/2022

- Swiftly resolving customer inquiries via phone, email, or tickets.
- Analyzing and diagnosing technical issues with precision.
- Providing effective solutions and guiding customers through troubleshooting steps.
- Proficient in software and hardware installations for seamless user experiences.
- Commitment to exceptional customer service and delivering results.

Supported Projects

Queue System

System Setup: Install, configure, and customize the queue system. Monitoring & Maintenance: Continuously monitor for issues and perform regular updates. Technical Support: Troubleshoot errors and provide support to users, optimize performance, manage backups, generate reports and analyze data

Odoo ERP

- User Access Management: Manage and configure user access rights within Odoo to ensure appropriate permissions and data security.
- Call Center Training: Train call center users on Odoo usage, ensuring proficiency in handling the system.
- Technical Support: Provide technical support to resolve system errors and troubleshoot issues efficiently

Courses

- COMPTIA A+
- COMPTIA N+
- CCNA
- CCNP (Routing & Switching)
- MCSA
- MCSE
- Sophos XG Firewall
- VMware ESXi
- Hyper V
- Veeam backup and replication
- Issabel IP-PBX

Skills

- **Operating Systems:** Windows Server, macOS, Android
- **Networking:** TCP/IP, WAN/LAN, VPN, Firewall, DNS, DHCP, VoIP
- **Technical Support Tools:** Remote Desktop, ServiceNow, VMware, Active Directory
- **Hardware/Software:** PC Building, Diagnostics, Repair, Microsoft Office, Antivirus
- **Backup Solutions:** Full backup, Incremental backup, Differential backup
- **Attendance System:** Fingerprint installation and configuration (ZKT)