

Mohammed Abdelrahman Abdelsamie

IT Specialist

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📍 Elzahraa-zagazeg

📅 1999/05/15

🇪🇬 Egypt

🛡️ completed

🌐 [linkedin.com/in/mohammed-abdelrahman-39a726259](https://www.linkedin.com/in/mohammed-abdelrahman-39a726259)

Education

2017/09 – 2021/09
zagazeg, Egypt

Very Good / IT Department

Faculty of computers and informatics zagazig university

Professional Experience

2023/07 – present
zagazeg, Egypt

IT Specialist

EGYPTPOST

- Work with the team in managing the VM by creating users and adding group policy.
- Also help in monitoring, backups veeam backup.
- Dealing with Sophos firewall and allowing devices and web pages to access the Internet and extract consumption reports.
- Installing and connecting surveillance cameras and troubleshooting them.
- Create email outlook and troubleshoot errors if they occur.
- Installing and connecting the fingerprint device, adjusting its configuration, and linking it to the zkteco fingerprint program and troubleshooting for it.
- Monitoring the ticket system and making a report with invoices and expiration dates.
- Used remote access to perform troubleshooting when needed.
- Solve MS Office problem.
- Troubleshooting printer and queuing system problem.
- Monitoring and maintaining computer systems and networks.
- Repairing equipment and replacing parts.

2023/01 – 2023/07
10Th Of Ramadan
City, Egypt

IT Help Desk

ITGQR

- Troubleshooting system and network problems.
- Used remote access to perform troubleshooting when needed.
- Setting up new users' accounts and profiles and dealing with password issues.
- Installed, repaired, maintained, and upgraded Windows desktop and Windows notebook computers.
- Solve MS Office problems.
- Installing and configuring computer hardware and applications.
- Assisting in the department's procurement and searching for suitable offers.
- Troubleshooting printer and queuing system problem.
- Monitoring and maintaining computer systems and networks.
- Repairing equipment and replacing parts.

2021/12 – 2022/12
Maadi, Egypt

IT technical support

Maadi Military Hospital "Spend Military Service"

- Troubleshooting system and network problems.
- Used remote access to perform troubleshooting when needed.
- Installed, repaired, maintained, and upgraded Windows desktop, Windows notebook computers.

- Solve MS Office problem.
- Troubleshooting printer and maintenance.
- Installing and configuring computer hardware and applications (hardware, software, systems, networks, printers and scanners, other devices)
- Planning and undertaking scheduled maintenance upgrades.
- Monitoring and maintaining computer systems and networks. Repairing equipment and replacing parts.

Skills

TECHNICAL SKILLS



- Installing, configuring and managing Routers, Switches and Access points.
- Securing the Local Area Network.
- Strong Knowledge with Cisco and Huawei devices
- Installing & managing and troubleshooting Active Directory, DNS, WDS, and DHCP.
- Solving Computer Networking Problems.
- Good Knowledge with virtualization specially VMware.

Languages

Arabic

English
B1

Courses

Courses studied

- CCNA
- MCSA
- Virtualization(VMware, Windows Server 2016,2019, VSphere ESXI)
- Veeam backup
- Azure az-900
- Azure az-104
- Sophos firewall
- CCTV
- ZTK