

Mostafa Mahmoud Mansour mohamed

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Objective:

I am seeking a position in the IT Help Desk where I can apply the knowledge I have gained and explore my skills and abilities. My goal is to add value to my organization and society through my duties, while striving for excellence in the field. I look forward to developing my expertise and contributing to an enhanced user experience and supporting technical teams.

Education:

Bachelor's Degree in Information Systems

Thebes Academy

September 2015 – June 2019

- Major: Information Systems
- Accumulative Grade: Excellent
- Graduation Project: Thebes Academy Full Website
- Project Grade: Distinct

Internship

Trainee

IT Gate Academy

March 2021 – June 2021

working experience:

Technical Support

WE Company

July 2021 – August 2022

- **Handled a variety of technical issues, providing effective solutions to enhance customer satisfaction.**
- **Collaborated with cross-functional teams to improve service processes and reduce response times.**

Technical Support Social Media Team Leader

Telecom Egypt

August 2022 – 2024

- **Lead a team in providing technical support via social media platforms.**
- **Developed strategies to improve customer engagement and streamline issue resolution.**
- **Monitored team performance and implemented training programs to enhance service quality.**

IT Help Desk

Opex Shipping Company

- **September 2024 – Present**

Interpersonal Skills

- - **Strong work ethic and dedication**
 - **Quick learner with the ability to adapt to new environments**
 - **Excellent communication skills, both verbal and written**
 - **Proficient in delivering presentations effectively**
 - **Collaborative team player, capable of fostering positive relationships**
 - **Strong decision-making abilities under pressure**
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Courses & Certification

- **CCNA: Cisco Certified Network Associate (Routing & Switching)**
 - **MCSA: Microsoft Certified Solutions Associate (Windows Server 2019)**
 - **Microsoft Azure Fundamentals: AZ-900**
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Languages

- **Arabic: Native**
 - **English: Proficient**
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