

Omar Khalil



Address: Hurghada, Red Sea Governorate, Egypt.

Home Address: Beni Suef, Egypt.

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Objective

I am seeking an organization where I can use my experience and education to help the company meet and surpass its goals.

Personal Information

Name: Omar Mohamed Gamal Mohamed Khalil

Date of Birth: 08 -03- 1994

Religion: Moslem

Marital Status: Engaged

Nationality: Egyptian

Military Service: Finished

Email Address: omargamalkhalil.it@gmail.com

Education

- Bachelor of Arts English Department, Beni Suef University.
- Date of graduation: May 2016.

Language Skills

- **Arabic** : Mother tongue
- **English:** Very good spoken and written

Courses

- Python Basics
- CompTIA N+ January 2023
- MCSA - (Online Study) October 2022
- English touch-typing skill - October 2018
- CCNA course at IT Gate academy, Cairo - **March 2018**
- CompTIA A+ (2015)

Experience, Skills & Abilities

- Junior IT System Admin PHC House company (Dar El-Sayadla).
Current - Beni Suef, Egypt

Job Description;

- Installation, configuration, and maintenance of servers.
- Performance monitoring and optimization.
- Troubleshooting server-related issues.
- Network configuration and troubleshooting.
- Router and switch management.
- Firewall administration (Fortigate).
- Providing technical assistance to users.
- Troubleshooting hardware and software issues.
- Password resets and account management.
- Implementing and maintaining data backup procedures.
- Restoring data from backups as needed.
- Implementing and enforcing security policies.
- Patch management and vulnerability scanning.

- IT Specialist for ASDC (Abo Soma Development Company) company.
January 2023 October 2023 Somabay, Hurghada, Red Sea

Job Description;

- Provide technical support for local and remote users in Soma Bay.
- Perform installation, configuration, and troubleshooting of Hardware, Software, and LAN / WAN infrastructure.
- Troubleshoot the network and system services (Printing, Email service and Internet access).
- Handling end users' technical issues through ManageEngine ServiceDesk ticket system.
- Preparing meeting rooms for important meetings by checking network stability devices and camera bar for better experience during the meetings.
- Troubleshot software, hardware, and network failures related to PC and printer Operation.
- Troubleshot, resolved, and documented lots of monthly hardware, software, and peripheral technical support tickets for over 300 end users across Soma bay as part of a three-member help desk team.
- handling technical issues by using ticketing system (Manage Engine ServiceDesk).
- Provided support and end user training on Windows 10, workstations, printers and registers.

- Documented process problems and solutions for future use to all team users.
- Installed, configured, and updated remote connections, VPN Clients, office software 365, Adobe, Java, Malwarebytes, and Kaspersky anti-virus.
- Performed installations, upgrades, and backups of software applications and operating systems.
- Create, maintain and delete user accounts on a variety of Servers, following established security policies and procedures.
- Analyzed and troubleshoot all levels of desktop, application, and network issues and notified appropriate team member.
- Install needed apps for users depending on their daily use needs and their department.
- Provide technical support for local and remote users in Soma Bay.
- Perform installation, configuration, and troubleshooting of Hardware, Software, and LAN / WAN infrastructure.
- Troubleshoot the network and system services (Printing, Email service, and Internet access).

➤ **Product Service and Revenue Assistant for FTI Group.**

May 2019 – December 2022, Hurghada, Red Sea

Job Description;

- General administrative issues related to daily business: amendment and changes for Close out Dates, Release Days and Allotment.
- Loading New Contracts & Special Offers into our Systems (EBDs and SPOs).
- Price Comparison and benchmark / Price Monitoring.
- Margin Control on daily basis (cost and sale).
- Checking Data Quality / Correct Export in Bistro / Check of Booking ability.
- Produce content for hotel description (FACTS) and pictures.

➤ **Customer service, Technical Support for TE-Data**

August 2018 — May 2019, Smart Village, El Maadi, Cairo

Job Description;

- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that I can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.

➤ **Local Wired & wireless network using Mikrotik server.**
2013 – 2015 (Self-employed besides my college studies)

Job Description;

- Designing and implementing new network solutions and/or improving the efficiency networks.
- Installing, configuring and supporting network equipment including routers, proxy servers, switches, WAN accelerators, DNS and DHCP.
- Procuring network equipment and managing subcontractors involved with network installation.
- Maximizing network performance through ongoing monitoring and troubleshooting
- Arranging scheduled upgrades.
- Investigating faults in the network.

Personal Traits:

I am a smart working and ambitious individual with a great passion of Tourism & IT field. I have excellent communication skills, enabling me to effectively communicate with a wide range of people. I can put into practice my knowledge and experience, ultimately benefiting the operations of the organization that I work for.

Hope my curriculum vitae meets your expectations