

### Contact Particulars

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### Career Objective

**Willing to attain an assignment with an organization work in hospitalies fields and leveraging strong Technical and IT skills where I can utilize my knowledge and experience for achieving the goals or target of the organization. I provided optimized solutions for solving multiple business problems.**

### Educational Qualification

**Bachelor Degree of Commerce and Accounting Faculty of Commerce – Ain Shams University.**

### Advanced Courses

- **Cisco Certified Network Associate (CCNA). (Year 2013).**

### Professional Particulars

- **7+ years of experience in Help Desk and technical support**
- **experience in medical machine's software and some hardware issues**
- **Support blocker issues which require on time support allover 24 hours.**
- **Receive issues client's requests, analyze, design and provide new solutions.**
- **Support daily operations for all internal teams all over the day.**
- **Provide remote connection support if needed.**
- **Support critical client's issues on non-workings hours through mobile and working fromhome.**
- **Do conference calls with customers on need.**

### Professional Experience

**Company** : Al Watany Eye Hospital

**Location** : Egypt, Cairo

**Period** : January 2014 – Up to date

**Position** : IT Help Desk

**Reporting Structure** : Report to Department Manager

**Functions and Roles** : **Main accountabilities**

- **Setup & support Comrec ERP system**
- **Follow up and report technical issues to Department Manager.**
- **Test new products received from vendor side.**
- **Prepare systems `documentation / end user manuals / presentations.**
- **Provide technical support for client's cases related to the new products acquired after arrangement with Department Head.**
- **Manage the communication with Medical machines vendors to acquire new features and find solutions to current Medical machines system bugs and Hardware issues after arrangement with Department Head.**
- **Test new products received from vendor side**
- **Performs other related duties as requested by the Hospital.**
- **Provide all needed help for sudden requests for over 200 employees all-over hospital.**
- **Setup and Support camera DVR systems.**
- **Setup and Support of system Video recording surgeries**
- **Setup and Support H.R fingerprint system**
- **setup and configure Sophos firewall**
- **configure access point and router all over hospital**
- **Troubleshooting windows (10 & 8.1 & 7) issues**
- **Setup windows (10 & 8.1 & 7)**
- **Troubleshooting network issues**
- **Troubleshooting Printer maintenance**
- **Troubleshooting Medical machines system bugs and some hardware maintenance**

**Company** : **Al Watany Eye Hospital**

**Location** : **Egypt, Cairo**

**Period** : **January 2012– April 2014**

**Position** : **Procurement Officer**

**Reporting Structure** : **Report to Department Manager**

**Functions and Roles** : **Main accountabilities**

- **Responsible for purchasing non-medical supplies**
- **Responsible for purchasing housekeeping supplies**
- **Responsible for purchasing office supplies**
- **Responsible for purchasing inks & cartridge.**

**Company** : **Exclusive Card CO**

**Location** : **Egypt, Cairo**

**Period** : **May 2011 – January 2012**

**Position** : **sales**

**Functions and Roles** : **Main accountabilities**

- **Call customers to sell Exclusive Card**

#### **Personal Skills**

- **Good interpersonal skills.**
- **Excellent problem-solving abilities.**
- **Hardware installation & Configurations.**
- **Capable of multi-tasking effectively, and to work to deadlines.**
- **A fast learner who enjoys learning new skills and studying.**
- **Competent to communicate and deal through Team Works.**
- **Enthusiastic, loyal, hard working.**
- **Believe in long term relations.**

#### **Personal Particulars**

**Date of Birth** : **11-May-1990**

**Citizenship** : **Egyptian**

**Military Status** : **Exempted**

**Marital Status** : **Married**

#### **Languages**

**Arabic** : **Mother Tongue**

**English** : **Good**