

Abdalla Anwer *IT help desk*



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☎ 01015087522

📍 18st kamel elboray,cairo,Egypt

📅 30/08/1999

🇪🇬 Egyptian

🌐 Engaged

🛡️ Exemption

in <https://www.linkedin.com/in/abdallah-anwer-ali1308/>

Languages

English



arabic



Education

09/2018 – 05/2021

Bachelor of Information System, Hims

Mansoura, Daqahliyah

Professional Experience

11/2023 – present

IT Help Desk, Deutschland Technology Limited

Oubour, Egypt

- Diagnosed and resolved a range of software, hardware, and connectivity issues while delivering technical training on hardware/software to end-users
- Administer all aspects of active directory group policy such as creating and managing end-user accounts using active directory
- Provide clients with information on available upgrades and troubleshoot computer-related problems for internal and external clients
- Install, configure and manage laptops, printers and other devices for 100+ employees

04/2023 – 11/2023

IT specialist, Advanced Technology Services-ATS [🔗](#)

Cairo, Cairo, Egypt

- Provide technical support
- Examine operating systems and repair faults
- Use of computers and computer systems, including systems, programs and equipment, software and hardware
- Communicate with supervisors and co-workers by phone, email, or in person
- Decision making and technical problem solving
- Register and document the data and information of the company
- Work on site and remotely

09/2022 – 04/2023

IT Help Desk, Fusion Global services-FGS

Cairo, Egypt

- Follow-up and maintenance of clients' or employees' computers
- Installing and commissioning new hardware and installing software and operating systems

- Preparing reports on maintenance operations with recommendations for possible solutions
- Providing technical support for customers and employees' computers and answering inquiries
- Preparing and conducting necessary trainings for employees on new systems or software
- Carrying out any other tasks within the scope of his responsibility

02/2022 – 09/2022
Cairo, Egypt

Technical Support, Telecom Egypt-We

- Solve customer's technical complains in professional way.
- Apply standard and advanced CPE configuration.
- Through working there, Troubleshooting and Supporting for ADSL
- Supporting Ray Telecom customers in installing their ADSL connection & troubleshooting for any problems concerning the connection or their Network, and that allow me to deal with different brands of ADSL routers & modems also a lot of network components.
- Working as a Technical Support (1st line customer support) in Internet Egypt call center troubleshooting ADSL with our customers and configure variety of modems and routers
- Configuring static IPs and username. Installation ADSL
- End-user support.
- Handling customers on telephone
- Solved problems (Win XP. Win 7. Win 8. Win 10)
- Solve LAN problems and make network.
- Technical Support & Operational Engineer
- Support ADSL problems with customers back to back.

06/2021 – 12/2021
Cairo, Egypt

Customer service, Elaraby Group

- Help People to solve the problem via phone

Projects

Create a website for books, University project

Courses

Zagzig, alsharqiah

ICDL, Cisco

MCSA, self study

CCNA, self study

A+, self study

N+, self study

Skills

Microsoft Office



Expert in Microsoft Office (Word, Excel, outlook)

TCP/IP



Understanding of TCP/IP and LAN/WAN technologies

Proficient



Proficient in helpdesk ticket system such as Service Now, Remedy, and Manage Engine

Operating systems



(Microsoft Windows Server, Microsoft Windows7.10.11)