

Ahmed Mohamed Abdullah

Information Technology Specialist

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• EDUCATION

License degree in Islamic Law

Jan 2020 - Jan 2023

EL-Azhar University, Cairo

Objective

My goal is to obtain a challenging job in reputable organization dynamic to utilize my database and management skills and this is challenging opportunity that contributes to the outstanding experience of the business via 6+ years Information Technology experience from various freelancing industries to utilize my database and management skills for the growth of organization and myself.

Competencies

- Help Desk Operations.
- Desktop Technical Support.
- Helpdesk services.
- Wireless Networking.
- Desktop and laptop installations.
- PC refurbishment.

SKILLS

- Microsoft office.
- Facility repairs.
- Technical support.
- Operational planning.
- Technical specification updates.
- Data backup.
- Troubleshooting and repairing.
- Communication Skills.

Languages

- Arabic is native language.
- English (B2).

WORK EXPERIENCE

System Administrator | Way out Cairo - January 2017 – June 2023

Tasks:

- Maintained office PCs, networks and mobile devices.
- Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Set up video conferencing rooms.
- Configured systems according to prescribed software and hardware frameworks.
- Monitored server room, wireless network and other server infrastructure, keeping systems running smoothly.
- Linked computers to network and peripheral equipment.
- Set up and maintained user accounts and client access.
- Installed security and functionality patches to maintain optimal protections against intrusion and system reliability.
- Designed proactive preventive maintenance schedules to prevent unnecessary downtime and hardware faults.
- Established network specifications and analyzed workflow, access, information and security requirements.
- Managed onboarding and offboarding of employees.
- Setup and Manage Sophos Firewall.
- Setup and Manage ESXI.
- Setup and Manage Windows Server (AD, DNS, DHCP).
- Support users in file share server.

Courses

- CCNA.
- CCNA Voice.
- MCSA.
- MCITP.
- Google Support Fundamentals.
- Computer skills.

Personal Skills

- Able to search and learn new techniques
- Attention to details.
- Problem solving and analytical skills.
- Management Skills.
- Ability to learn new technologies.
- Ability to work with Team.
- Excellent Communication Skills.