

ISLAM AHMED

23 Mostafa Kamal Street next to Electronic Central - Qena-Egypt

(+2) 01015979119 || islamahmed6603@gmail.com || [linkedin.com/in/islam-ahmed-056271132/](https://www.linkedin.com/in/islam-ahmed-056271132/)

-----Summary-----

A results-oriented **Technical Support Specialist** with over **5 years of experience** in troubleshooting and resolving technical issues using ticketing systems and networking tools. Skilled in delivering exceptional technical support to ensure customer satisfaction and operational efficiency. Winner of the "**Best Technical Support Agent in Upper Egypt**" Award (2022). Passionate about continuous learning and professional growth.

-----Education-----

Assiut University

BS of computer science, Major of information systems

- Grade: Good.

Assiut, Egypt

June 2017

-----Experience-----

Telecom Egypt (We)

July 2019 – Present

Technical Support Specialist

- Provided technical support through **BSS, Remedy, and TTS** ticketing systems to resolve customer issues that help to resolve 300+ customer tickets per month with a 95% satisfaction rate.
- Configured and maintained **DSL devices, Repeaters, and Access Points** for customers across Qena governorate.
- Diagnosed and solved problems related to **SIM cards, MIFI, and LTE devices**, improving customer uptime by 20%.
- Conducted tests on **FTTH GPONs** using **ONT devices** for the Haya Karima project.
- Achieved "**Best Technical Support Agent**" Award for outstanding performance in Upper Egypt (2022).

-----Certifications & Courses-----

- Digital Transformation (**Certificate**). (21-23) May 2023
- CCNA & CompTIA+ Fundamentals.
- Customer Service Excellence.
- Effective Problem Solving.

-----Technical Skills-----

- Installation and configuration of computer systems and applications.
- Monitoring and maintaining **computer networks** to ensure smooth operation.
- Troubleshooting and resolving **network interruptions** and hardware issues.
- Using **remote support tools** to assist customers efficiently.
- Documenting system updates and maintaining comprehensive logs.

-----Personal Skills-----

- Strong problem-solving abilities.
- Excellent communication skills with both customers and team members.
- Highly organized with great attention to detail.
- Teamwork and collaboration mindset.
- Eagerness for continuous learning and self-improvement.
- Strong **security awareness**.

-----Languages-----

Arabic: Native Language

English: Fluent in Speaking and Writing