

# Moataz Mohamed

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## help disk engineer

Network Engineer with a successful and proven background in supporting critical network infrastructure to a high standard with experience of working on complex projects within set timeframes while maintaining expectations at all levels of stakeholders. Always looking for new things to learn and develop my professional and personal skills.

## WORK EXPERIENCE

### **spinneys Egypt market • madii • 01/2023 – Present**

retail company

#### **IT help disk • Full-time**

### **Spinneys Market • Egypt • 01/2015 – Present**

#### **IT Technical Support Engineer**

- Provided technical support for IT systems at Spinneys Market.
- Resolved hardware and software issues for end-users.
- Managed network connectivity and troubleshooting for various devices.

### **Shababiyah TV – EMPC Egyptian Media Production City • Egypt • 01/2009 – 12/2014**

#### **Master Control Engineer**

- Operated the master control systems at Shababiyah TV.
- Managed the play-out and switching of content for broadcast.
- Ensured smooth on-air transitions and quality control of broadcasts.

### **TV Emara, Sham TV, Fanoos, Strike TV – EMPC Egyptian Media Production City • Egypt • 01/2006 – 12/2008**

#### **IT Engineer**

- Provided IT support for multiple TV channels at EMPC.
- Managed hardware and software installations and maintenance.
- Configured security settings for access points and routers.

### **Smart Group Company • Egypt • 01/2005 – 12/2006**

Internet and network solution

#### **Technical Support Engineer**

- Provided technical support for internet and network solutions at Smart Group Company.
- Assisted in troubleshooting network issues and resolving connectivity problems.
- Supported end-users with desktop security products and common applications.

## EDUCATION

### **B.Sc. in Computer Science & Information System in Information System**

High Institute of Advanced Studies • Cairo

## SKILLS

Ability to Work Under Pressure, Access Control, Access Point, Active Directory Users and Computers, Ambitious, Arabic, Avaya Phone System, CCTV, Computer Science, DHCP, DNS, Energetic, English, Enthusiastic Team Player, Hardware Installation & Maintenance, Hard Worker, Information Systems, Initiative, ITIL, IT Technical Support, Master Control Engineer, Microsoft Active Directory, Mobile Devices (iOS, Android), Networking, Network Printer, Office 365, PC Hardware, POS, Printers, Productive, Remote Desktop, Router, Router Security, Scanners, Symantec Backup Exec, Troubleshooting, VoIP, VPN