

# MOHAMED ABDOU IBRAHIM



## Profile

A fresh graduate studying web development and IT . always preserves to achieve the best result.Hard worker, Passionate about the automation of IT processes.

## Education

**Modern academy for computer science**  
IT section | 2019 - 2023, maadi

## Work

- 2024 - Present** **Elsafy group (Etisal-Xiaomi egypt)**  
*IT technical support engineer, (6 october)*  
-Support end users  
-manage domain users
- 2023 - 2024** **INTERTEX**  
*IT helpdesk, New cairo*  
-support and prepare new branches  
-manage and create new emails  
-manage and add users to domain
- 2023** **sky logestics (internship 1 month)**  
*IT helpdesk, zayed*
- 2021** **VODAFONE ( 1 month training )**  
*customer service*

## Certificates

- cls center **CCNA**
- sky logestics **IT helpdesk (internship 1 month)**

## Interests

### Interest



troubleshooting , editing , developing and work in a team

## Skills

### edit

- writing
- priemere
- HTML
- Troubleshooting

### microsoft skills

- excel
- powerpoint
- word

## Contact

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**Military status:**  
exempted

## Course

### **QNAP**

self study

### **FRONTEND DEVELOPMENT**

self study

### **MSCA**

self study

## Experience

- **-Pc hardware maintenance**  
pc and laptops hardware replacments
- **-Troubleshoot software problems**  
windows 10/11 troubleshoot network and physical problems
- **-Setup Operating System**
- **-Configure active directory**  
create active directory /wsus/wds/dhcp
- **-Add users to domain**  
active directory administration for users and OUs
- **-CCTV**  
software configuration and network configuration