

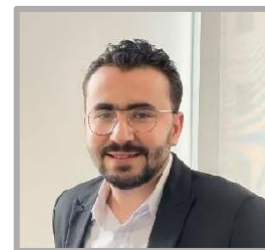
# Muhamed Eswee

IT Support Engineer

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## ABOUT ME

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Help Desk Technicians provide support to end users by phone, on email or on site. The most successful resume samples for this job mention duties such as taking phone calls, answering to customer inquiries, diagnosing technical issues, running tests, troubleshooting equipment, and updating software. Based on our collection of resume examples, these professionals should demonstrate customer service orientation, strong communication and interpersonal skills, attention to details, teamwork, and computer proficiency. Successful candidates hold at least a high school diploma and are offered on-the-job training.

## COMPETENCES

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- Work Team
- Zoho Mail
- Windows server
- Word
- Power Point
- Outlook

## WORK EXPERIENCE

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Sept. 2022 **IT Support Engineer**  
Tanmeyah Micro Enterprise Services - Maadi

Now

(Missions or tasks realized):

- Handling IT help desk support with a positive attitude towards technical problems with software, passwords, network drives, company websites, hardware (pc, mobile devices, desk phones).
- Installing and configuring computer hardware, software, systems, networks, printers and scanners
- Expert in remote and on-site consultation within an IT environment
- Training end-users on hardware functionality and software programs.
- Updating computer software. as well as upgrading hardware and systems.
- Installed and configured laptops, PC's/desktops, printers, and peripherals.
- Installed and configured software and hardware for end users.
- Able to Install of windows servers and has good troubleshooting skills for Wintel systems, knowledge in hardening and securing of Wintel systems.
- Outlook and Zoho mail.
- Active Directory , add and remove users .
- Support windows 10, 11 and Linux .
- Repairing and replacing equipment as necessary
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
- Maintain daily performance of computer systems.
- Testing new technology.

Jan. 2022

## **Application Support Engineer**

Sept. 2022

### **Tanmeyah Micro Enterprise Services - Maadi**

Missions or tasks realized:

- Support Branches to solve problems by ticketing system.
- Troubleshooting software problem.
- Successfully managed a demanding workload in responding to telephone calls and e-mails.
- Patience and understanding
- Excellent customer service skills
- Knowledge of standard IT hardware and equipment.
- Act as first-line support for all application issues.
- Identify and resolve operational problems

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Aug. 2021

## **Application Support Engineer**

Dec. 2021

### **Men's club collection – Shubra Alkhema**

Missions or tasks realized:

- Support Branches to solve problems by ticketing system.
- Troubleshooting software problem.
- Successfully managed a demanding workload in responding to telephone calls and e-mails.
  
- Patience and understanding
- Excellent customer service skills
- Knowledge of standard IT hardware and equipment.
- Act as first-line support for all application issues.
- Identify and resolve operational problems

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## Education

Bachelor of Science:

Computer Information Systems | 2021 HTI (10th of Ramadan).

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## Courses & Skills

- CCNA.
- MCSA
- Windows server .
- Basic of system admin.
- Active directory.
- Customers-come-first attitude
- Adapt at time management.