

# Mohamed Mostafa AbdElhalim

Address: Cairo, Egypt

Phone: +201022749524

E-mail: [mohamedmoustafa6654@gmail.com](mailto:mohamedmoustafa6654@gmail.com)

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## Career objective:

Seeking challenging opportunities where I can fully use my skills for the success of the organization, as a network engineer with the necessary drive and determination needed to resolve complex networking issues. Possessing effective organizational skills and excellent working knowledge of networking technologies and having a commitment to keep up to date with the latest developments.

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## Educational background:

- Jun 2023 BSc in **Engineering** from Mansoura Higher Institute for Engineering and Technology
  - Department of Communications Engineering
  - Grade: good
- Graduation project: IOT-based Mobile Cross-platform items tracking system using API and Firebase
  - Project grade: Excellent

## Training&courses:

- **CCNP ENARSI 300-410 ( N T I )**
- **CCNP ENCOR 350-401 ( N T I )**
- **CCNA 200-301 R&S ( N T I )**
- **MCSA windows server 2016 ( Let'sknow.TCC )**
- **Ms office**

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## Work Experience :

**Digital Support Specialist at Telecom Egypt  (Dec) 2023 - Present**

- **Familiarity with digital products, software, or platforms relevant to the industry.**
  - **Analytical mindset to diagnose issues effectively.**
  - **Knowledge of ticketing systems for tracking customer inquiries.**
  - **maintaining documentation, and collaborating with teams to improve user experience.**
  - **Ability to handle difficult situations with empathy and professionalism.**
  - **Willingness to learn new technologies and processes as needed.**
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## Personal skills:

- **Good documentation and reporting skills**
  - **Effective communication**
  - **Good organizational skills.**
  - **Efficiency to work with team**
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## Language skills:

- **Arabic (mother tongue).**
  - **English (Very Good).**
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## Personal information:

**Date of Birth** : 29 Sep 1999  
**Nationality** : Egyptian  
**Military Status** : exemption

**" References are available up-on request"**

"Thanks for your consideration "