

Mahmoud Hamdy Mahmoud

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Objective

Enthusiastic and detail-oriented Technical Support Engineer with 1.5 years of experience in troubleshooting, resolving technical issues, and providing excellent customer support. Adept at utilizing strong problem-solving skills and technical knowledge to improve system performance and user satisfaction. Seeking to contribute to technical support team by leveraging my hands-on experience and passion for delivering efficient solutions

Personal Information

Date of birth: 17th July 1998

Address: Masr EL Gedida -EGY

Nationality: Egyptian

Education

Faculty:

Bachelor Degree - Faculty of computer science Arab Open University

Graduation year: 2022

Grade: Acceptable

Project: Smart Wi- Fi Plug Guard

Grade: Very good

Work Experience

Technical Support – Masr El Gedida Military Hospital, Cairo (Aug 2023 - Aug 2024)

- Provided technical support for hardware, software, and network-related issues, improving system uptime by 15%.
- Diagnosed technical problems, reducing downtime by troubleshooting root causes quickly.
- Assisted in the installation, configuration, and maintenance of IT systems, applications, and peripherals.
- Collaborated with cross-functional teams to improve technical processes and efficiency.
- Maintained a high level of customer satisfaction by managing support tickets and offering effective solutions.
- Conducted remote troubleshooting to minimize the need for on-site visits.

Technical Support – LifeSlim, Helwan (Apr 2022 - Jul 2023)

- Trained and mentored junior staff on troubleshooting processes, contributing to a more skilled team.
- Provided after-hours support during critical incidents, ensuring minimal business disruptions.

Technical Support – El Masrya, Cairo (Sep 2022 - Mar 2023)

- Collaborated with vendors to resolve complex technical problems, improving issue resolution times.
- Implemented system updates and patches to ensure secure and up-to-date infrastructure.

Skills

Language skills:

Arabic: Native

English: Very good

Technical Skills:

Java, Python, PHP, MySQL, Troubleshooting, System Auditing, Remote Support

Soft Skills:

Problem Solving, Team Communication, Time Management, Adaptability, Stress