



**MOHAMED ADEL ANWAR**

**NETWORK ENGINEER**

## CONTACT



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Alexandria , Egypt

## PERSONAL INFO

- Date of Birth: 21/9/1998
- Nationality: Egyptian
- Marital Status: Single
- Military service: exempt

## COMPUTER SKILLS

- Very Good command of Microsoft Office™ tools:
  - Microsoft Power point presentation
  - Microsoft Excel Sheet
  - Microsoft word
- I can learn any other software.

## LANGUAGE SKILLS

Arabic

English

## ABOUT ME

I am looking to be a member of the team work in a reputable & successful organization where my knowledge and ability could be fully utilized which enables me to be professional while meeting the organization goal and to have a chance to develop my skills that will get more experience to meet my ambition.

## EDUCATION

### AAST University, Alexandria.

- Bachelor's degree in computer science
- Department: Information System
- Grade: Good.
- Graduation Project: Auto Maintenance App.
- Grade: Excellent

## EXPERIENCE

### CAMPANY NAME: Telecom Egypt, Alexandria

#### Technical Support Engineer | June 2022 - Present

- Made sure that the internet service is working efficiently and without any problems.
- Installed and configured different types of DSL Modems, ONTs, Switches, Access Points, and Repeaters.
- Configured Static WAN IP services.
- Troubleshoot ADSL/VDSL problems and escalated the problem to the responsible team.
- Troubleshoot hosting, domain and mail exchange problems.
- Handled location stock, delivered and received devices on internal operator system.
- Performed a special troubleshooting for a certain type of VDSL Modem N Router, saved 60% of devices that would have been demolished with wrong diagnosis.

### Amreya Petroleum Refining Company. Alex (JULY 2019- AUG 2019) United Gas Derivatives, Port Said (AUG 2018- SEP 2018)

#### Network Engineer Intern

## CERTIFICATIONS & TRAINING

- Computing Technology Industry Association (CompTIA) Certificate
- Cisco Certified Network Associate (CCNA) 200-301 Certificate
- Microsoft Certified Solutions Associate (MCSA) Certificate

## TECHNICAL SKILLS

- Remote desktop applications
- Configure Router and Switching Device
- Monitor daily performance of technical systems
- Help companies deploy new software or hardware systems.
- The design, installation, organization-wide local area network, wide area network, network segment, and internet system.
- Install and configure computer hardware, software, networks and applications
- Diagnose and troubleshoot system and network problems, software faults or hardware complications
- Respond to technical support calls from other staff members or clients and communicate how to resolve issues
- Support the roll-out of new applications
- Keep track of system issues and adhere to the agreed timeline until an issue is resolved.

## SKILLS ABILITY

- Time management skills.
- High communication and negotiation skills.
- Proficiency cooperation in the collective work.
- Decision-making, planning and leadership skills.
- Marketing problem-solving skills and building customer relationships.
- Enjoy as much as proper patience and commitment, discipline and flexibility.
- The ability to set goals and achieve them in the light of the challenges and taking into account the time factor .

## HOBBIES AND INTERESTS

