

ALI ALSMAN AHMED

IT help desk

01286373413 | al.elsmman27@gmail.com | www.linkedin.com/in/ali-alsman-ab492a228

PROFILE

Detail-oriented and dedicated IT professional with a solid foundation in maintaining PCs, printers, and scanners. Basic knowledge of networking, combined with hands-on experience in troubleshooting and technical support. Seeking an IT Help Desk internship to further develop my skills and contribute to efficient IT operations.

WORK EXPERIENCE

IT TECHNICIAN

LOCAL WORKSHOP (SELF-EMPLOYED)

JUNE 2017

- PROVIDED TECHNICAL SUPPORT AND MAINTENANCE FOR PCS, PRINTERS, AND SCANNERS.
- DIAGNOSED AND RESOLVED HARDWARE AND SOFTWARE ISSUES.
- INSTALLED AND CONFIGURED SOFTWARE AND OPERATING SYSTEMS.
- ASSISTED WITH BASIC NETWORKING TASKS AND TROUBLESHOOTING.

ELECTRONIC TECHNICIAL

Elswedy Electric

june 2018

- soldering
 - repair
 - assembly
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EDUCATION

NEW CAIRO TECHNOLOGY UNIVERSITY(NCTU)

2020-2024

Information and Communication Technology

EXCELLENT