



**Mohamed Reda
Mohamed**



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BIRTH DATE: 1/5/1991

- Military status: completed
- Gender: male
- Marital status: married

SKILLS

Languages Skills

- Arabic: Native speaker
- English: very good

Interpersonal skills

- Hard worker
- Excellent communication
- Well organized
- Ability and eagerness to learn new technology

EXPERIENCE

THE HEADQUARTERS OF THE NATIONAL POSTAL AUTHORITY OF EGYPT IN THE SMART VILLAGE / WAVZ TEAM

I was promoted from Technical Support Engineer to (SOC engineer).

- I worked in the Egyptian Postal Operations Room as a system Operation center engineer from 1-8-2023 until now.
I follow up on the errors of the Egyptian Post servers and work to solve them when they occur. I follow up on them first and discover the error before it occurs using the programs mentioned above and work to solve the problems that the technical support team cannot solve using higher powers.
- I was solving problems with the devices of the Egyptian Post branch at the level of the Republic, problems related to technical support, such as operating the devices and working to enhance the performance of the system in terms of efficiency. I follow up on all branches and solve the problem as soon as it occurs using programs such as (PMC), (ENTUITY), (TRUESIGHT), (NEXXTHINK), (and PMC REMEDY).

TECHNECAL SUPPORT / Injazat government services

- I worked for Injazat as a Technical support
- supervising the installation of cameras, low currents, alarms, fingerprints, and everything related to computer installations, and I was solving computer problems.

From 13/9/2018 to 23/7/2022

HELP DISK / Elshrbeny mall

- I worked for Elshrbeny mall as a help disk.
- Engineer installing surveillance cameras, low currents, alarms, and fingerprints, and supervising computer installation.

From 1/7/2017 to 30/4/2018

TECHNECAL SUPPORT / EXCEED TE DATA

- I worked for exceed tedata as technical support and engineering.
- I solve Internet problems for companies when the call center is unable to solve them.

From 1/3/2016 to 31/5/2017



EDUCATION

**Miser higher institute of commerce and information technology /
1010- 2014**

Faculty of CS – Mansoura University

- **Grade:** Good
- **Graduation project:** web designing
- **Grade of the project:** Excellent

Courses

- CCNA
 - MCSA
 - CCNP
 - CCNA Security
 - CCTV
 - CCNA voice
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