

Mohamed Adel

Nationality: Egyptian | **Address:** Hadayek El Qobba, Cairo, Egypt

Mobile: 01016609281

Email: midoadelzamalek@gmail.com

Career Objective

- To gain a large experience in the fields I work in.
- Challenging spirit to achieve what the organization aims and targets for.

Education

Bachelor of Engineering, Communications department Modern academy for Engineering and Technology.

Graduation Year: 2020, overall grade "good"

Graduation project: Excellent (A+)

Work Experience

Egyptian company for metro

Technical Support Engineer and Rolling Stock Engineer

(January 2022 – Current)

1. Updating network equipment to the latest firmware releases.
2. Investigating faults in the network.
3. Configuring Network Devices.
4. Install and configure software applications on computer systems.
5. Carry out periodic maintenance and respond to the malfunctions.
6. Diagnosis of various problems and malfunctions.
7. Plan and perform preventive scheduled maintenance.

Telecom Egypt

Technical support engineer

(February 2021-Dec 2021)

1. Routing & Troubleshooting Ports Solutions.
2. Provided clear and concise step-by-step technical support to guide clients.
3. Responsible on Home Visits Department & Logistics Units.

Technical Courses

- Cisco Certified Network Associate Routing And Switching (CCNA).
- MCSA (Microsoft Certified Solutions Associate)
- CCNP knowledge.
- Optical fiber & SDH at telecom Egypt.
- Power distribution.

Languages Proficiency

- **Arabic:** Mother Tongue
- **English:** Very good

Skills

- Communication and Computer skills.
- Quick learner and solving problems.
- Troubleshooting.
- Hardware and Software configurations.
- Good user of Windows, Active Directory, MS office