

Mohamed Nasser Abdelhamid

Summary

as undergraduate, i'm seeking a role which allows me to continue learning and perfecting my skills as i provide high-quality work, and encourages me to flourish as a network technician

Skills

- Hardware Diagnostics
- Call Center Operations
- Technical Troubleshooting
- Customer Support Needs Assessment
- Schedule Management
- Time Management
- Microsoft Office
- Software Solution
- Photoshop
- Hardware Upgrades
- Help Desk Support
- Issue and Resolution Tracking
- Hardware and Software Repair
- Troubleshooting Network Issues
- Antivirus Software

Experience

TECHNICAL SUPPORT 05/2020 - 09/2020
salam group, Cairo, Maadi

Installed and supported hardware and software for desktops, servers and printers.
Worked closely with end users to solve problems related to hardware and software.
Monitored system upgrades, patches and new configurations.
Provided troubleshooting and testing to support network.
Uploaded, configured and managed antivirus detection software and email applications.
Supervised configuration of local area network, wide area network and corporate Internet system.
Performed routine troubleshooting and network monitoring.

TECHNICAL SUPPORT 12/2020 - 08/2021
-Al Ahram International Academy, Giza, El Haram, Abou El Houl Street

Installed and supported hardware and software for desktops, servers and printers.
Determined and alleviated hardware, software and network issues.
Supported various operating systems and server technologies.
Provided troubleshooting and testing to support network.

TECHNICAL SUPPORT&CUSTOMER SERVICE 02/2022 - 08/2022
we, Cairo, Nasr City

Assisted customers with various types of technical issues via email, live chat and telephone.
Supported customers with online billing, access and account issues.
Reviewed support cases for technical and troubleshooting accuracy and identified needed process improvements.

personal information

- **Date of Birth** : 25/9/1997
- **Marital Status**: Single
- **Gender**: Male
- **Nationality**: Egyptian

Education

Management Information Systems, MIS, 08/2020
Fidimin High School, Fidimin, Al Fayyum, Egypt

Languages

Arabic: First Language

Arabic:

Proficient

C2

English:

Upper Intermediate

B2

Certifications

- **courses**:
- CCNA R&S(Attendance certificate)&NTI
- CCNP ENCOR(NTI certificate)
- CCNA SECUIRTY(Attendance certificate)
- CCNA CYBER OPS(Attendance certificate)
- LPI(NDG Attendance certificate)
- MCSA(Online)&NTI
- CEH(Online)NTI