

Ahmed Osama Fouad Nasr

Cairo, Egypt • ahmednnaassrr142@gmail.com • +20-1024018140 Born in 05/05/2001.

Marital Status: Single. Military Status: Exempted

Education

Faculty of Computer Science and Informatics, Tanta university

Bachelor Degree in Computer Sciences and Information Systems, Major Computer Sciences

GPA: 2.7

Tanta,
Egypt 2019 -
2023

Experience

Black Horses

Network Instructor

- responsible for delivering the Cisco-approved curriculum to students.
- Troubleshoot and resolve hardware, software, and network issues.
- ensure a positive and productive learning environment.
- CCNA training often includes practical.
- support and guidance to students outside of regular class hours.
- Participate in team meetings and contribute to the development of best practices and procedures.

Cairo, Egypt
09/2023 - Current

Orange Egypt

Technical Support Engineer

- Provide a professional first technical point of contact for the customer.
- Provide updates as needed to the customer in order to meet performance objectives.
- Ensure cases are allocated to the most appropriate 'next step' as part of the case flow process.
- Perform technical escalations in line with company procedure.
- Monitor systems, customer network security and products, and deal with alerts and events as appropriate.
- Document all troubleshooting and a case management actions via the electronic case management system.
- Conduct initial diagnostics and undertake basic fault diagnostics to resolve where possible, customer faults.

Cairo, Egypt
07/2023 - 09/2023

Skills & Interests

Technical: Microsoft Office - Communication - Basics of Networking - Computer Maintenance - Computer Networking - Remote Troubleshooting –Windows Troubleshooting - MCSA (windows server 2012,2016,2019) –

Language: Arabic (Fluent) - English (Very good)

Courses

- CompTIA A+ 220-1101: Wireless Networking Protocols.
- Introduction to Network and Security (CCNA) at YAT Learning Academy. (2021).
- Cisco Certified Network Professional (CCNP) at YAT Learning Academy. (2022)