

Taher Ibrahim Rashad

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Professional Summary

Dedicated IT Help Desk Specialist with over a year of experience providing technical support and troubleshooting services. Possesses a strong background in information technology with a focus on enhancing system performance and ensuring seamless user experiences. Eager to expand technical skills and contribute effectively to a dynamic IT environment.

Previous experience

2022 – Present

WECAN Technology Services

IT Help Desk Specialist

- Provide technical support to end-users by diagnosing and resolving technical issues related to workstations and LAN performance.
- Perform remote troubleshooting using diagnostic techniques and targeted questioning to identify issues.
- Develop and implement the best solutions based on customer-provided details, improving system efficiency.
- Escalate unresolved issues to higher-level support personnel when necessary.
- Enhance system performance through problem identification and recommendations for improvements.

Technical Skills

- **Windows Server:** Proficient in managing and troubleshooting Windows Server environments.
- **Operating Systems:** Basic knowledge of OS functions and troubleshooting.
- **Network Devices:** Experienced in managing routers, switches, modems, and access points.
- **CCTV Systems:** Skilled in the setup and maintenance of security camera systems (CCTV).
- **Problem-Solving & Analysis:** Strong ability to diagnose and resolve technical issues.

Personal Skills

- Excellent analytical and problem-solving abilities.
- Strong team collaboration and interpersonal communication.
- High attention to detail and logical thinking.
- Patient and approachable with a customer-focused mindset.

Course

- **Technical Support** (NTI Certified)
 - Installed and configured Windows Server and advanced services.
 - Developed and managed small business networks using Cisco and wireless technologies.
 - Monitored and troubleshooted network and IT devices.
- **CompTIA A+ 220-1001** (Self-Study)
- **CompTIA Network+ N10-007** (Self-Study)
- **HCSA-Access Control** (Hikvision Certified)
- **Graphic Design** (NTI Certified)

Education

2021

Suez Canal University

Faculty of Agriculture