



# REDA RASHAD

COMPUTER ENGINEER

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📍 Cairo.Egypt

## EDUCATION

Bachelor's Degree in  
Computer Engineering  
Kafr Elsheikh University  
2017 - 2022

## AREAS OF EXPERTISE

Helpdesk Ticketing Systems  
Office 365 Management  
Tier 1 Level Troubleshooting  
Active Directory User Management  
Client and Server Technology  
Build/Manage Virtual Machine

## LANGUAGE

Arabic (native)

English (fluent)

## WORK EXPERIENCE

- **Automation Engineer at Cubii Company & Factory jul2022 - jan2024**

- our mission was to add controlling system to a machine to make it work automatically

- **training at El-Delta Sugar Company & Factory jul2021 - aug2021**

## COURSES

ICDL course , Udemy "online course" , 2019  
CCNA course , "online course" , 2023  
CompTIA A+ content "online course"2024

## SOFT SKILLS

Work ethic  
Eager to learn  
Teamwork  
Multi-tasking  
Problem Solving  
Observation

## TECHNICAL COMPUTER SKILLS

<b>Operating Systems</b>	Windows 10, Windows 11, Windows server, Linux
<b>Networking</b>	LAN, WAN, WI-FI, TCP/IP, VPN, DHCP, DNS
<b>Patch Management</b>	Desktop Central, Comodo One
<b>Security / Vulnerability Scanners</b>	Windows Firewall, Symantec Antivirus
<b>Remote/Shadowing</b>	Zoom, VPN, Dameware Mini Remote Controller, SCCM
<b>Ticketing System</b>	Spiceworks, Service-Now
<b>Desktop Apps</b>	Microsoft Word, Excel, Outlook, PowerPoint
<b>Software Inventory and Administration</b>	Spiceworks, Desktop Central, Office 365, PDQ