

# IBRAHEM FOU DA

## Support Engineer

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### SUMMARY

Experienced Application Support Specialist with over 2 years of experience in providing technical assistance and troubleshooting for enterprise applications. Proven ability to diagnose and resolve software issues, conduct root cause analysis, and ensure optimal application performance. Strong communication skills, adept at collaborating with cross-functional teams, and committed to delivering exceptional user support.

### EDUCATION

2018-2021

**BACHELOR'S DEGREE / Faculty of Computers and Information Technology (IT Department)**

Zagazig University

### EXPERIENCE

03/2024, Current

#### Application Support Engineer

GRINTA Pharmacy Platform

- Provided technical support and assistance for enterprise applications, including troubleshooting software issues, resolving user inquiries, and escalating complex issues to the appropriate teams.
- Monitored application performance, system alerts, and service-level agreements (SLAs), and proactively addressed potential issues to minimize downtime and ensure business continuity.

12/2023, 03/2024

#### IT Specialist

JICO Business Development

- Provided technical support and troubleshooting for hardware, software, and network issues.
- Implemented and managed security measures, including antivirus software, firewalls, and intrusion detection systems.

03/2023, 12/2023

#### Technical Support Engineer

B-Connect Information Systems

- Solve clients' problems related to the company's software.
- Collaborate with the development team to produce updates compatible with current developments.

### PERSONAL INFO

- Marital Status: Single.
- Military Status: Completed.

### TECHNICAL SKILLS

- Operating Systems: Windows, macOS, Linux
- Remote Desktop Tools: TeamViewer, Any Desk.
- Printers (a4, receipt, barcode)
- Testing of APIs using Postman.
- Database Management (MS SQL, MySQL, MongoDB).
- Microsoft Office (Word, Excel, Power Point).
- Email management (Gmail, Outlook).
- Monitoring app service, app insights and Databases in Azure
- Programming Languages: SQL, JAVA, HTML, CSS, Javascript.
- Network Troubleshooting
- Cloud Help Desk (Spiceworks)

### COURSES

- CCNA
- MCSA
- Azure (900, 104)
- SQL Server

### PERSONAL SKILLS

- Ability to work under pressure
- Time management
- Problem solving
- Teamwork