

MOHAMED YEHAIA

IT HELP DESK

CONTACT

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EDUCATION

Management information system
Academic theba

PERSONAL SKILLS

Can Work Under Pressure and Long House

Highly communication skills

Able to Learn New Task Quickly

Ability to Work in Team or Individually
Accourding in the Task

SOFTWARE SKILLS

CCNA
MCSA
FIREWALL FORTIGAT
A+
N+
CCTV

LANGUAGES

Arabic : Native
English : Verygood

EXPERIENCE

IT HELP DESK • NOVEMBER 2022 - PRESENT

AUTOMATION TECHNOLOGE

Troubleshoot System and Network Problems,Diabnosung and Solving Software Failts.

Dealin with Active Directory DNS and DHCP Servers

Installing and Configuration Windows 11 10 and Drivers as well as Applications.

Instaling and Configuration Antivirus Programs

Setup New User Accounts and Profiles

Configuration Email Accounts on Outlook (pop3,imap, exchange).

Configuration Network Devices (ISP modem , Access Point)

Recovered Data fro Asset Falling Windows

Migration Users from Workgroup to Join Domain Controller

Installing New Printer and Sharing it for Team

IT TECHNICAL SUPPORT • FEB-2022 TO OCT 2022

The Egyptian Canadian Company for Food and Beverage

Solve the Problems Facing Employees, Whether Hardware or Software

Dealing With Windows Operating Systems

Accuracy and Speed in Solving Problems

Dealing With Cameras Releases and Rpisodes

Solve the Problem with Printer

IT HELP DESK • JAN 2021 - JAN

The Arab Company for Ceramics

Providing the First Level of Resolution in Troubleshooting

Network Hardware and Software

Providing on Time Problem Resolution

Ability to Work with Different Level of Knowledge and Diagnose

Different Problem Which Need Escalation to Different Team and

Follow up with Them till Resolution

Work on Tasks Efficiently and Effectively