

Peter Nagy Masoud



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📍 45-Ali Essays st, Hadayek Helwan.

🇪🇬 Egyptian

📅 30/09/1991

👤 Single

🛡️ Exempted

♂️ Male

Education

Bachelor degree in Management information system -Future Academy Year :2013

Languages

Arabic ● ● ● ● ●

English ● ● ● ● ●

Objective

Seeking for working in a well-established company as your firm where I can contribute my skills, broaden my knowledge as well as participate in a positive team environment for the mutual growth and development of both the company and myself.

Professional Experience

B2 IT services

Title: IT help desk

2021 – Till now

- ❖ Installing and configuring hardware, operating systems, and applications.
- ❖ Installing network printers and devices
- ❖ Diagnosing and troubleshooting computer issues.
- ❖ Systems troubleshooting, Network problems, Diagnosing and solving hardware or software faults.
- ❖ Maintaining hardware and software by conducting regular maintenance and updates.
- ❖ Upgrading firmware, software, and outdated hardware systems.
- ❖ Providing technical support to users and resolving technical errors.
- ❖ Performing regular tests, upgrades, and backups.

Skills

- Task prioritization
- Working under pressure
- Time management
- Negotiating
- Decision making

Courses

- Soft skills course at MYTC funded by “ORANGE”.
- CCNA (self-study).
- MCSA (self-study).
- Motherboard maintenance at SMOUHA ACADEMY

Computer Skills

- Excellent user for Windows (7, 10, 11).
- Excellent user for Windows server
- MAC OS
- Microsoft Office, 2007, 2010, 2013, 2016, 2019, 2021 (Word, Excel, Access, Power Point).
- Through knowledge of computer systems and IT components.
- Excellent troubleshooting skills.
- Exceptional working knowledge of computer systems, including networks, servers, and system maintenance.
- Good understanding of computer equipment, including laptops,

Ministry of Electricity and Water, (Kuwait)

Title: Receptionist

2014 – 2020

- ❖ Answering calls, taking messages and handling correspondence.
- ❖ Maintaining diaries and arranging appointments.
- ❖ Typing, preparing and collecting reports.
- ❖ Managing databases and filing.
- ❖ Organizing and servicing meetings (producing agendas and taking minutes).
- ❖ Implementing new procedures and administrative systems.
- ❖ Liaising with relevant organizations and clients.
- ❖ Coordinating mail-shots and similar publicity tasks.

“Finally, I hope that my CV meets the requirements of your esteemed company so that I would be one of your team work and participate in the successes of your esteemed company story”