

MOHAMED AHMED AMIN AHMED YOUNES

IT Specialist

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Summary

Adept IT technician with a proven certificates at Blackhorse, excelling in desktop technical support and system administration. Demonstrated expertise in hardware installation and a knack for enhancing network security. Renowned for resolving complex technical issues efficiently, ensuring a 90% decrease in onsite support requests. Skilled in fostering user satisfaction through patient, remote help desk operations.

Skills

Technical Skills • Desktop Technical Support • Hardware installation • Application installations

Administrative Skills • Help desk operations • System Administration • Network Security

Soft Skills • Communication Skills • Ability to Work in a Team • Quick response time

Tool / Technology

Education

Tanta University

Computer Science Degree

10/2020 - 07/2024

Courses & Certificates

Cisco certified Network Associate (CCNA)

Microsoft Certified Solutions Associate (MCSA)

ComptiA a+ (self learning)

Interests & Hobbies

Very passionate about cloud engineering

Learning several languages