

Taher Ibrahim Rashad

IT Help Desk

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Summary

Thank you for giving me the opportunity to introduce myself and express my sincere Intention to expand my career in. I'm seeking a challenging career where my experience and background in information technology could be fully utilized, and further develop my technical skills

I have over one year experience as **IT Help Desk**.

Previous experience

2022 – Present

WECAN Technology Services

IT Help Desk

- Provides technical support to users by researching and answering questions, troubleshooting problems, and maintaining workstation and LAN performance.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Determine the best solution based on the issue and details provided by customers.
- Improves system performance by identifying problems and recommending changes.
- Direct unresolved issues to the next level of support personnel.

Technical Skills

- Excellent problem-solving and analytical skills.
- Enough experience with Microsoft Office products.
- Basic knowledge in OS works.
- Establish and maintain Security cameras systems (CCTV).
- Enough experience with network devices (Routers, Switches, modems and Access points).

Personal Skills

- Excellent problem-solving and analytical skills.
- Patient, friendly demeanor with a great aptitude for listening.
- The capacity to work well within a team.
- Attention to detail.
- Logical thinking.

Course

- **CompTIA A+ 220-1001** (Self Study)
- **CompTIA Network+ N10-007** (Self Study)
- **HCSA-Access Control** (Hikvision Certified)

Education

2021

Suez Canal University

Faculty of Agriculture