

# KAREM KHALED HEGAZY

## NETWORK ENGINEER

### CONTACT

+201004565016

karemkhaled237@gmail.com

### Personal Data

- Date of Birth: 28 of August 1999
- Military Service : Exempt
- El Qalyobia-Shobra el khema

### EDUCATION

bachelor's degree in electrical engineering  
2017-2024

- Higher Technological Institute

The Graduation Project grade is  
(Excellent)

### SKILLS

- Ability to work in a team
- Work under pressure
- Fast Learner
- Application installation
- Customer engagement
- Google Sheet

### COURSES

- CCNA
- MCSA
- CSS (self-study)
- HTML (self-study)
- Mobile package

### PROFILE

Enthusiastic and dedicated IT Help Desk Engineer with a Bachelor's degree in [electrical engineering] from [10th of Ramdan institute]. Adept at troubleshooting hardware and software issues, providing exceptional customer service, and maintaining effective communication with users at all levels. and proficient in support tools and ticketing systems. Possess a solid understanding of network fundamentals Eager to apply strong problem-solving abilities and technical knowledge in a dynamic help desk environment to enhance user satisfaction and contribute to team success

### WORK EXPERIENCE

#### Mkademy for engineering courses

Feb-2024 - Currently

#### Customer Support engineer

- Provide expert-level support to customers by troubleshooting and resolving technical issues related to software and hardware.
- Assist customers via phone, email, chat, or in-person, ensuring timely and accurate solutions.
- Communicate clearly and effectively with customers to understand their concerns and provide appropriate solutions.
- Encrypt Content and Generate Access codes.

#### IT help desk

- diagnosing and resolving hardware, software, and network issues.
- Install software used for employees and customers
- Securing the company's social platforms.
- Dealing with the fingerprint device.
- Assistance in operating the system of accounts on Google Sheet.
- Assistance in running the moderation system on Google Sheet.
- Camera installation and handling (NVR & IP Camera's)

#### Pharaonic Company

JAN-2023 - May 2023

#### Sales Agent (Time share)

- promotes and sells products or services to potential customers
- present product features and benefits, address customer inquiries, negotiate terms, and close sales.

### REFERENCE

#### Mkademy

MR.Amer / HR

Phone: 01003606107