

MOHAMED ABDELSADEK

IT HELP DESK SPECIALIST

CONTACT

01555031516

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Fayoum

SKILLS

Technical knowledge of hardware and software

Knowledge of ticketing systems

Administrative support

Problem-solving and communication

Attention to Details

Strategic thinking

EDUCATION

Fayoum University

2010

BA in Educational Technology

PROFILE

As a dynamic IT Help Desk Specialist, my career is marked by a robust combination of technical prowess and administrative expertise. My proficiency in navigating ticketing systems is matched by a keen problem-solving ability and outstanding communication skills, positioning me as a vital asset to any collaborative team. I am poised to leverage my extensive skill set to drive meaningful progress within your organization. I am dedicated to enhancing our joint performance, striving to reach new heights of excellence and deliver extraordinary outcomes.

EXPERIENCE

Service Activation Specialist – TE-Data

Jun 2015 – Jan 2016

- Expertly addressed technical inquiries for ADSL service, ensuring customer issues were resolved promptly.
- Accelerated resolution times, significantly boosting customer satisfaction levels.
- Optimized the inquiry handling process for greater efficiency and effectiveness.

Online Technical Support – TE-Data

Jan 2016 – Aug 2017

- Spearheaded innovative CRM strategies, enhancing customer engagement and support.
- Elevated customer satisfaction by optimizing the efficiency of online technical support processes.
- Pioneered the adoption of innovative CRM tactics to boost customer interaction.
 - Enhanced customer satisfaction by refining the efficiency of online technical support services.

IT Help Desk Specialist - Xceed

Sep 2017 – Sep 2022

- Expertly managed diverse IT challenges, ensuring optimal system performance and high user satisfaction.
- Successfully diagnosed and resolved complex technical issues, delivering reliable support to corporate end-users.
- Showcased proficiency in troubleshooting hardware and software problems, maintaining seamless IT operations.

Provide the first line support - troubleshooting of IT related problems of software, hardware Laptops, PCs and Printers or redirect the issue to the concerned subject matters.