

# Abdelrahman Osama ElGabry

Alexandria, Egypt | +201550118204 | [Abdelrahman.elgabryy@gmail.com](mailto:Abdelrahman.elgabryy@gmail.com)

[linkedin.com/in/abdelrahman-elgabry](https://linkedin.com/in/abdelrahman-elgabry) | [github.com/AElgabry](https://github.com/AElgabry)

## SUMMARY

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Cybersecurity student specializing in web security and Red Team operations. Building Full Stack skills to integrate secure coding with cybersecurity expertise. Passionate about creating and assessing secure web applications to minimize vulnerabilities.

## EDUCATION

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Faculty of Computer and Data Science

Sep 2023 – Jun 2027

- Major in Cybersecurity

New El Quds International School – IGCSE department

## WORK EXPERIENCE

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**Technical Support Engineer**

Jun 2025 - Present

Vijua, Cairo, Egypt

- Handled customer support via email and live chat, ensuring timely, clear, and helpful responses.
- Followed up with clients and replied to Google Play comments to ensure satisfaction.
- Created detailed Trello cards for the development team and documented issue investigations.
- Troubleshoot and reproduced user-reported issues to assist with accurate problem diagnosis.
- Compiled and submitted weekly reports to management, highlighting key support activities and insights.

## SKILLS

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- Ticketing system experience | Professional email communication | Trello and Tawk.to usage
- HTML | CSS | SASS (SCSS) | Bootstrap | Tailwind | JavaScript | TypeScript
- Network Troubleshooting and Configuration | Firewall and VPN Configuration
- Java programming language | Object-Oriented programming | Python

## COURSES

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Full-Stack Web Development

Feb 2025 – Present

- Content: Front-End (Angular) – Back-End ( .NET )
- Offered by: Route Academy

IT Infrastructure

July 2024 – Dec 2024

- Content: CCNA - MCSA – NSE4 Firewall – Sophos Firewall
- Offered by: IT Gate Academy

## LANGUAGES

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Arabic: Native Speaker / English: Advanced Proficiency