

Abdelrahman Osama ElGabry

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SUMMARY

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

Faculty of Computer and Data Science Sep 2023 – Jun 2027

- Major in Cybersecurity

New El Quds International School – IGCSE department

WORK EXPERIENCE

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

- 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

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

Arabic: Native Speaker / English: Advanced Proficiency