

Abanoub Ehab Malak

Personal Info

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Date of birth: 13 January 1997
Military status: Exempted
Address: Ezbet Alnakel, Marg

Education

Faculty of Commerce (Accounting) Ain Shams University, 2020, (65.15% Good)

Language

- English: Very Good.
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Courses

- CCNA
 - MCSA
 - Linux, RedHat admin I
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Computer skills

- Virtualization: Proxmox, Virtual Machines, LXC Containers
 - Security: Sophos firewall (maintenance, updates, patches, policy changes)
 - Frappe ERP System Administration
 - Programming: Python scripting
 - Office Applications: Microsoft Word, Excel, Access, PowerPoint
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WORK EXPERIENCE

IT Specialist

- *June 2022 – Present*

Gamers Lounge

- Manage Proxmox servers and Linux servers, including installation, configuration, and maintenance of software and hardware components.
- Troubleshoot network issues, including connectivity, DNS, DHCP, to ensure uninterrupted network operations.

- Troubleshoot PC issues, including hardware and software problems, system crashes, and performance issues, to ensure optimal performance of end-user devices.
- Maintain and configure Sophos firewall, including updates, patches, and policy changes, to ensure network security and compliance.
- Administer Frappe ERP System, overseeing installation, configuration, and maintenance tasks to facilitate efficient business operations and streamline workflows.
- Monitor system performance and resource utilization, and optimize system configurations as needed, to ensure efficient and effective use of IT resources.
- Collaborate with other IT team members to design and implement new systems and technologies, to support business operations and improve productivity.

Photocopiers and Printers Technician

• *May 2018 – June 2022*

Canotech – Canon

- Install, configure, and maintain photocopiers for customers.
- Diagnose and repair common photocopier issues, including paper jams, toner problems, and hardware malfunctions.
- Keep accurate records of all service calls, repairs, and maintenance activities.
- Order and maintain an inventory of replacement parts and supplies.
- Train customers on how to use photocopiers and troubleshoot common issues.
- Installing needed drivers for photocopiers and printers to function.

Call Center Agent

• *May 2017 – Oct 2017*

IMI (Orange)

- Answered incoming customer calls promptly and professionally, and provided accurate information and assistance.
- Assisted customers with billing inquiries, service requests, and technical support issues.
- Resolved customer complaints and disputes in a timely and satisfactory manner.
- Documented all customer interactions and transactions accurately and thoroughly in the company's database.
- Participated in training sessions and team meetings to stay up-to-date on company products, policies, and procedures.

Other Skills

- **Ability to learn quickly and adapt to new situations**
- **Strong problem-solving skills**
- **Ability to work independently or as part of a team**