

Abdelrahman Khaled Mohamed

IT Technical Support

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nakada, Qina, Egypt

Dedicated IT Technical Support Specialist in providing comprehensive technical support to users. Proven expertise in troubleshooting, and customer service. Adept at resolving issues and delivering user-friendly solutions. communicator with a commitment to improving technical operations and enhancing user satisfaction.

Work Experience

Network Administrator (Intern)

May 2024 - Present

DEPI

Cisco Device Management: Configured and maintained Cisco routers, switches. Troubleshooting : Diagnosed and resolved complex network issues, minimizing disruptions and ensuring high availability for users. Documentation : Prepared detailed technical documentation for network configurations, upgrades, and troubleshooting procedures.

Projects

Network of FCI

Oct 2023 - Oct 2023

Design a Network of the College of Computer and Information using packet tracer

Core Skills

Windows, Linux, Windows Server, Suite, Remote Desktop Tools, Hardware : Diagnostic Tools, Soldering, Component, Replacement, Problem-Solving, Team Collaboration, Time Management, Attention to Detail, Technical Support & Troubleshooting, Hardware & Software Installation, Customer Service & Communication, System Upgrades & Maintenance, Remote Support, A+, Computer Networks, Computer Science, Providing Support, Electrical Safety Standards, Systems Maintenance, Interpersonal Skills, Interact With Colleagues, Written and Verbal Communication Skills

Education

South Valley University

Sep 2021 - Jul 2025

Bachelor's information technology

GPA 2.61

Certificates

AWS Academy Graduate - AWS Academy Cloud Foundations

Feb 2024

Amazon Web Services Training and Certification

CCNA: Introduction to Networks

Sep 2024

Cisco