

Mahmoud Ehab Hussein Elsayed

IT Support Engineer

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Entry-level IT Support professional seeking a full-time role in Information Technology. Completed a Cybersecurity Summer Training Program at ITI, where I gained hands-on experience in networking, Linux systems, and ethical hacking fundamentals. Currently enrolled in the Google IT Support Professional Certificate — an eight-month IT support program that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs.

WORK & RELEVANT EXPERIENCE

Site Coordinator (Part-time)

Port Said, Egypt

Almentor Egypt

[Feb 2024 - Jul 2025]

- Supported instructors and students with basic technical issues (devices, software, connectivity).
- Assisted in setting up laptops, projectors, and classroom equipment.
- Helped troubleshoot technical problems during sessions.

EDUCATION

Port Said University - Faculty of Engineering, Egypt

[Jul 2025]

Bachelor's Degree in Electrical Engineering (Computer & Control Engineering).

- Graduation Project Title: "Snack n' Track: AI-powered Nutrition Tracking App".

Google IT Support Professional Certificate

[Dec 2025 - Present]

Eight-month IT support program, developed by Google, that covers troubleshooting, customer service, system administration, networking, operating systems, and security, and includes hands-on labs

TECHNICAL & BUSINESS PROFICIENCIES

Technical: Linux (Ubuntu, Fedora), Windows, System Troubleshooting, Networking, Basic Cybersecurity, User & Device Support, Hardware & Software Installation.

Business: Customer Support, Technical Communication, Problem Solving, Time Management, Team Collaboration, Documentation.

PROJECTS

Linux System Setup Script - Personal Project

[Mar 2025]

- Developed a cross-distribution script to automate the initial setup of Linux systems.
- Streamlined installation of common applications, system settings, and desktop customization.
- Improved deployment efficiency and reduced manual setup time for Linux systems.

VOLUNTEERING EXPERIENCE

- 46th & 47th International Collegiate Programming Contest (ICPC) [Apr 2024]
- Africa and Arab Collegiate Programming Contest (ACPC) [Dec 2023 - Dec 2024]
- Egyptian Collegiate Programming Contest (ECPC) [Aug 2023 - Aug 2025]
- Port Said Engineering Day (PSED) [Oct 2023 - Feb 2025]
- IEEE Port Said University Student Branch (IEEE PSU SB) [Feb 2023 - Oct 2024]
- IEEE R8 Entrepreneurship Week [Feb 2024]
- ICPC Port Said University Community (ICPC PSU) [Oct 2023 - Jun 2024]

ADDITIONAL INFORMATION

- **Languages:** Arabic (Native), English (Proficient).
- **Certifications:** Cybersecurity Internship (ITI), Cloud and Virtualization (Mahara-Tech), Computer Network Fundamentals (Mahara-Tech), IT Support Fundamentals (Google), Database Fundamentals (Mahara-Tech), Python Programming (Udemy), Microsoft Excel (Coursera).