

Ahmed MHD Ghiath Aldeen Rade

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Professional Summary

Motivated and tech-savvy IT Service Desk Analyst with 2 years of hands-on experience in providing technical support and solving IT-related issues. Holds a Bachelor's degree in Computer Engineering, with a strong foundation in programming, cloud computing, networking, and web development. A fast learner with dedication for learning CCNA, CompTIA, ITIL, MS365 Administration, and more. Able to work independently and thrive under pressure in a fast-paced environment.

Professional Experience

IT Service Desk Analyst

CNS, Dubai, UAE | September 2023 – Present

- Troubleshoot and resolve software and network issues for end users.
- Provide technical support through various channels, ensuring minimal downtime and maintaining system performance.
- Manage user accounts, permissions, and IT requests using ticketing systems.
- Collaborate with teams to identify and implement solutions that improve system efficiency and user experience.
- Stay updated with new technologies and security best practices to ensure optimal system performance and data protection.

Helpdesk Intern

Casper Computer, Ajman, UAE | March 2023 – September 2023

- Provided technical support to customers, troubleshooting a wide range of hardware and software issues.
- Installed and configured various software applications for desktops and laptops, ensuring smooth operation and performance.
- Diagnosed and repaired computer malfunctions, including hardware replacements and software fixes.
- Assisted in system upgrades and data recovery tasks, ensuring the integrity of customer data.

Web Development Intern

Analytica FZE, Dubai, UAE | September 2022 – March 2023

- Gained experience in both front-end and back-end development using HTML, CSS, JavaScript, PHP, Laravel, and SQL.
- Assisted in building responsive and user-friendly web applications for clients.
- Worked closely with senior developers to implement full-stack web solutions.
- Participated in debugging and testing web applications to ensure functionality and performance.

Education

Bachelor of Computer Engineering

Ajman University, UAE | 2019 – 2023

- Built a solid foundation in programming and OOP using C, C++, Python, and MATLAB, with hands-on problem solving and algorithmic thinking.
- Gained practical experience in web fundamentals using HTML, CSS, and JavaScript, focusing on structure, styling, and basic interactivity.
- Developed strong understanding of IT and networking fundamentals, including TCP/IP concepts and network simulations using Cisco Packet Tracer.
- Worked extensively with Windows Server and Linux environments, using tools such as Git and VS Code for version control and development workflows.
- Strengthened analytical thinking, troubleshooting, and teamwork skills through labs and collaborative coursework, with a strong focus on software and IT systems while maintaining a passion for hardware.

Technical Skills

- Programming Languages: C++, Python, C
- Web Development: HTML, CSS, JavaScript
- Frameworks & Tools: Laravel, PHP, SQL
- Networking & Cloud: CCNP Training, Cloud Computing, Networking
- Platforms: Microsoft 365, Windows, Linux

Languages

- Arabic: Native
- English: Fluent

Core Strengths

- Tech-savvy and a fast learner with strong problem-solving skills
- Ability to work independently
- Excellent communication and troubleshooting abilities
- Hardworking and detail-oriented