

**Bassem Yossry Al-Abyad**

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**Summary**

I’m highly motivated and results-oriented IT professional with 6 years of experience in providing exceptional technical support to end-users. Proven expertise in troubleshooting hardware and software issues, managing network infrastructure (routers, switches, firewalls), and administering systems (Windows Server etc.). Possesses strong analytical and problem-solving skills, coupled with excellent communication and interpersonal abilities. Adept at working independently and as part of a team to deliver timely and effective IT solutions. Eager to contribute to a dynamic environment and continuously enhance technical knowledge.

**Note: I’m a holder of a certificate that permanently exempts me from serving in the military.**

**Work Experience**

* Full Time IT Help Desk Specialist – Hi Connect for Electronic Services (19-7-2019 till now).

**Achievements:**

Successfully migrated systems into upgraded servers and implemented multiple automated backup solutions resulting in over than 50% increase in efficiency.

Created new network infrastructure and improved upon existing ones.

Enhanced security by almost 50% in implementing new firewall solutions (example Sophos XG and MikroTik), group policy and multiple data protection and backup methods.

Troubleshooted and resolved multiple technical difficulties in network infrastructure, PC issues, Software issues, databases, implemented cloud solutions, and improved upon with new solutions reducing time and cost by almost 30%.

Improved upon hardware via recommendations and replaced with new capable of achieving more than previous.

Successfully delivered full projects, IT solutions and reporting service for multiple companies achieving a higher standard in IT solutions businesses resulting in more experience and time saving qualities and collaborations with different IT solution businesses delivering projects for Ministry of Military Production, General Authority for Health Insurance, Bosch, Pizza 88, Zaatar & Zeit, CPS El Kammah, El Alem Dental Center, Samiha Restaurant, Multiple Offshore Projects.

Provided experience, help and training for newer members of the IT team for better teamwork and communication.

**Education**

* CCNA, MCSA, MCSE, A+, N+, Virtualization, Firewall, VPN, Mitel systems training, 6+ years of on-prem hands on.
* Route Academy – Full Stack Web Design Course (Frontend React JS + Backend Node JS) – 1/2/2025 till now (1 yr).
* Canadian International College, New Cairo – Mass Communication – GPA Very Good (B) - Graduate 2017.

**Skills**

* Technical skills - IT solutions - Cloud Solutions.
* CCNA, MCSA, MCSE, A+, N+.
* Virtualization, Mitel systems, Operating Systems, Windows Server, Active Directory, Group Policy, Server Management, TCP/IP, Troubleshooting, Remote Support, Microsoft Office Suite, VPN, Firewall, Customer Service, PowerShell and CMD.
* Microsoft Office (Word, Excel, Powerpoint) – Good.
* Frontend Web Design (HTML5 – CSS3 – Bootstrap 5 – Tailwind – JavaScript)
* Proficiency in both Arabic and English (ATEFL score 580) (some Spanish and French).