**Fuad Mohamed**

<https://www.linkedin.com/in/fuad-mohamed/>

503-888-6260 • Fuadmo15@gmail.com • Portland, Oregon

**RELEVANT SKILLS**

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| * Proficient in computer component installation & troubleshooting * Proficient in deskside support for desktop/laptop | * Cherwell Service Management Software * Windows Device Recovery Tool * Microsoft Office Specialist Excel Certification | * AV and meeting support * Bitlocker key recovery * Basic network management * Microsoft Power Platform |

**EXPERIENCE**

**Microsoft,** Redmond WashingtonAugust 2017 – September 2020

*IT Technician*

* Basic daily tasks include hardware and software troubleshooting and repair/replacement; reimaging PCs and laptops via PXE or custom IOS images; BitLocker key recovery and data recovery; AV and meeting support
* Travel about 5 times a year to different States/Countries to Support/Prep custom-built pcs, cameras etc. for keynote and floor show demos.
* Proficient in troubleshooting and repairing HP, Dell, Lenovo, Sony, Acer and custom build laptops and desktops.
* Oversee organization and distribution of over 50 unique computers peripheral and components from supply room.
* Image and set up hardware in preparation for 2-3 new hires per week; often custom builds to meet artist or dev user’s individual needs.
* Proficient in set up, troubleshooting and use of Windows Mixed Reality hardware including HoloLens and third-party head mounted displays.
* Utilize Cherwell ticketing and inventory software to assign and track troubleshooting history of computers and related capital assets for over 1200 users.

**Avis Budget Group,** Portland, Oregon July 2014 – February 2016

*Sales Agent*

* Increased sales by over 20 percent after only 3 months of training. Assisted customers with vehicle rental while ensuring positive customer experience and promoting additional products and services.
* Received a “Customer Service Owner Award” in my year first by assisting over 250 customers with returning their vehicle utilizing advanced handheld technology while ensuring excellent customer service.

**Ovations Food Services,** Portland, Oregon October 2008 – July 2013

*Concession Stand Manager*

* Managed and tracked inventory to spot sales trends and occurrences of shoplifting or employee theft; ordered items in bulk from warehouse to stock the shelves depending on the number of customers attending events.
* Charted sales of over $5000 each day and kept track of revenues and expenses.
* Trusted by owner to deposit daily receipts in the bank and ensured that the stand had enough cash and coins to open with each day.

**EDUCATION**

**Year Up,** Seattle, WA February 2017 – Present

*Year Up is an intensive, competitive technical training and career development program with 250 corporate partners, graduating 1,500 students annually across 14 cities. The program includes college-level courses, professional training and a six-month internship.*

* Completed coursework in Network System admin, IT Helpdesk, Professional Skills, and Business Communications, with specialized training in Information Hardware/Software.

**Portland Community College,** Portland, OR January 2014 – July 2014

General Education