**AMIR GHATTAS**

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**TECHNICAL SUPPORT SPECIALIST - NETWORK ADMINISTRATION**

* Possess over 10 years of IT including technical support, networking, and communications management
* Strong skills in building and maintaining computers along with a solid understanding of components
* Ability to conduct system analysis to determine any required maintenance or issues

• Document Scanning • Troubleshooting • Network Management & Troubleshooting

• Computer Maintenance • Installation of Operating Systems • Risk Analysis and Risk Management

• LAN & WAN • Trilingual: Arabic & English

**TECHNICAL SKILLS**

**Server:** Microsoft Exchange, Linux

**Operating Systems**: Microsoft Windows Server 2000 -2016, Microsoft Windows 95 to windows 10 and Mac OS

**Software:** Adobe Acrobat, Microsoft Virtual PC, Microsoft Office, Adobe Photo- Shop, Norton Backup – Ghost –Tools, Microsoft Office Suite, Microsoft Visual Basic

**EDUCATION**

DeVry University Long Beach, CA

**Bachelor of Science, Network and Communications Management** Nov. 2019

Specialization**: Networking Fundamentals**

ITT Technical Institute Torrance, CA

**Associate of Science Computer/Information Technology** May 2014

Sadat Academy for Management Cairo, Egypt

**Bachelor of Management Science and Network Science** Nov 1991

**RELATED EXPERIENCE**

**A and T liquor Inc. California, USA**

Computer IT, Network Admin and Manager OCT 2008 to March 2015

* Build a big Network (LAN inside and WAN to connect with

another branch from hardware (Install Computer, Finger Point

for customer, employees, and Network cables) and software

(install MS windows Server, MS windows 7 10, Network monitor,

Administrator Software, and? DATA Backup).

* Coordinated buying and merchandising decisions for a high volume

liquor store as well as inventory replenishment with central office.

* Directed and supervised a staff of over 12 employees.
* Assisted in training of other location employees.
* Implemented training programs to comply with local and state regulations.
* Managed vendor claims and delivery issues

**HEPNER** Cairo, Egypt

Network Administrator

* Assist in network design and implementation.
* Provide network support with a variety of operating systems.
* Install and configure computer network equipment.
* Maintain network connectivity of all computer workstations.
* Provide network support to users.
* Maintain servers and associated hardware, applications, services, and settings.
* Develop and monitor policies for the use of network resources.
* Implement and manage disaster recovery and back-up.
* Evaluate and recommend security improvements and system upgrades.
* Monitor network to ensure optimal performance.
* Create and maintain network users/permissions.
* Test release of products to minimize user impact and ensure compatibility.
* Create technical support documentation for systems and applications.

**MEDA** Cairo, Egypt

(**M**acro-**E**conomic **D**epartment **A**dministration UNDER ***USID***)

Network Administrator (NCR 3438-3001-8000 Intel Pentium 100 Server,

NCR PENTIUM III 500MHZ DESKTOP COMPUTER,

Cisco Catalyst 2960-X Series and Mo Motorola modem Laser

line)

* Provided network administration for macroeconomic analysis company
* Completed electronic filing system to provide organization to the department

**Pyramid Computer Center- EGYPT (PCC)** Cairo, Egypt

(NCR, Dell Egypt, and PCC personal Computer and SMARTDRAW)

Technical Support Specialist

* Collect computer Spare Parts to get computer System.
* Identifying and troubleshooting problems (CPU, RAM, Motherboard…….etc.).
* Maintaining hardware and software.
* Resolving network and connectivity issues.
* Installing software applications and CRM programs.
* Handling security updates.
* Providing technical support.
* Managing workstations.
* Problem-solving.
* Knowledge of data storage and data recovery.
* Service-oriented.
* Exceptional technical expertise.
* Superior working knowledge of computer systems.
* Time and task management.
* Good communication.
* Extensive knowledge of computer software.

**North Africa Co. (NAC)** Cairo, Egypt

Technical Support Specialist

* Provided troubleshooting for clients including computer software, hardware, and network issues
* Assisted clients with customer service requests

**ADDITIONAL EXPERIENCE**

**Uber** Los Angeles, CA

Partner (Driver) May 2015 - Present

* Utilize rideshare app to pick up clients and deliver them to their desired location
* Provide exceptional customer serve by responding to clients quickly and in a courteous manner

**Access Under All Yellow Taxi Co.** Los Angeles, CA

Driver May 2014 - May 2015

* Provided exceptional customer serve by responding to clients quickly and in a courteous manner

**COMMUNITY INVOLVEMENT**

**St. George**  Los Angeles, CA

Volunteer Technical Support Specialist June 2016- Present

* Provide network administration for local church
* Assist with live streaming of services