**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

• Cisco Routers and Switches • Document Scanning • Troubleshooting

• Network Management & Troubleshooting • Computer Maintenance • Installation of Operating Systems

• Risk Analysis and Risk Management • LAN & WAN • Trilingual: Arabic & French

**TECHNICAL SKILLS**

**Server:** Microsoft Exchange, Fedora, Linux

**Operating Systems**: Microsoft Windows 2000 -2016, 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**

**HEPNER** Cairo, Egypt

Network Administrator

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

**MEDA** Cairo, Egypt

Network Administrator

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

**Pyramid Computer Center (PCC )**

Technical Support Specialist

* Provided troubleshooting for clients including computer software, hardware, and network issues
* Served as computer engineer manager

**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 Oct. 2014 - Oct. 2018

* 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