**Mohamed G. Shalabi**

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**IT Help Desk Profile**

*Skillful individual with internship experience managing operations, key stakeholders, and processes while installing, configuring, and updating hardware, software, and networks to ensure seamless activities.*

**Areas of Expertise**

* Skilled in providing all facets of computer help desk support, including troubleshooting, installation, and maintenance, along with system configuration.
* Demonstrated expertise in application of various software packages, installation of operating systems, and up-gradation of hardware/software.
* Possess abilities to deliver quality customer service as well as establish and sustain cordial relations with key stakeholders through effective communication.
* Expert in excelling at challenging tasks while developing new ways to accomplish assigned duties. Ability to meet deadlines consistently, preferably ahead of time. Keen learner, learning new systems and processes immediately while exhibiting high-performance standards, patience, and integrity. Articulate and refined communicator with fluency in Arabic and English.

**Technical Proficiencies**

Platforms: Windows, Mac OS, Linux **|** Tools: C++, Microsoft Office Suite, VMware

**Professional Experience**

Sunset Fairfax Mobil, Los Angeles, California

**Store Manager** (1/2013 – Present)

Manage day-to-day operations of the store while developing strategies to increase customers’ pool, expand store traffic, and optimize profitability. Prepare schedules to track progress and align activities in resonance with plans with an objective to achieve set goals. Deliver quality customer service and address complaints with best available resources to enhance customer satisfaction levels. Train, motivate, and mentor store staff, together with constructive feedback to attain set milestones.

*Key Achievements:*

* Increased store sales by 30%, employee retention rate across 22 stores, and consistent stock levels.
* Developed a cutting-edge organization system to store files and records that saved time and money.
* Reduced store expenses by 40% through the implementation of cost-effective measures.

CSU Dominguez Hills, Carson, California

**IT Intern** (8/2019 – 12/2019)

Delivered technical assistance for software, hardware, and web portal issues while installing, configuring, and updating hardware/software to ensure seamless activities. Provided assistance in maintenance of instructional office and podiums in classroom to assure cleanliness and structured workplace. Managed study room checkout as well as maintained data of visitors.

*Key Achievements:*

* Successful contributor to the CSUDH IT department of information technology in the labs, new technology, and computer science areas.
* Updated mobile forensic software and renewed licenses for two student computer labs within 2 hours.

Long Beach Department of Technology and Innovation, Long Beach, California

**IT Intern** (6/2019 – 8/2019)

Collected, analyzed, and documented existing processes while identifying gaps, risks, and opportunities for improvement. Collaborated with other departments to build and configure innovation solutions. Participated in planning, testing, and rollout of improved processes as well as created and maintained documentation, including technical and functional design specifications.

*Key Achievement:*

* Maintained department networks for newly-built city hall to ensure seamless functionality.

Butte College, Oroville, California

**IT Intern** (9/2010 – 6/2011)

Rendered technical support to IT team in maintenance of hardware, software, and other systems while troubleshooting issues with equipment, involving printers, computers, and servers. Monitored computer systems and solved technical problems, together with operating system installation and configuration testing to ascertain seamless operations. Setup engineering lab remodel through selection of appropriate personal computers, along with adequate provision of other relevant equipment.

*Key Achievement:*

* Selected and set-up a new computer system for engineering department to optimize workflow.

Chico Beauty College, Chico, California

**IT Intern** (1/2011 – 6/2011)

Analyzed existing technical layout of college and setup improved wireless setup accordingly to increase overall efficiency. Procured equipment in accordance with new gigabit wireless network for classrooms, offices, and testing center. Evaluated networks, configured security settings, and defined parameters for installation various networks with an aim to assure uninterrupted network operations.

*Key Achievements:*

* Successfully designed, established, and engineered college network system.
* Designed sustainable network map using packet tracer software to reduce amount of access points and cost for the college.

**Education & Credentials**

**Bachelor of Arts in Computer Technology (Honors)**, CSU Dominguez Hills, Carson, California

**Associate of Arts in Natural Science & Mathematics (Honors)**, LACC, Los Angeles, California

**Diploma in Network+ and A+**, Information Technology Institute, Cairo, Egypt

— Trainings & Certifications —

C++ Certificate **|** Computer Science-Networking **|** American English and American Culture **|** Networking Programing **|** Administrative Skills Training **|** Microsoft Certified IT Professional **|** Cisco Certified Network Associate **|** Training of Trainers in Computer Science