

Khaled Mohamed Hefny Ali

IT Engineer

Profile:

IT professional with a strong background in Operating Systems, Embedded Systems , Computer Networks and Security, Databases, and System Administration. Fluent in English, with a comprehensive understanding of Digital Marketing, Eager to apply my technical expertise and diverse skill set to enhance operational performance and contribute to achieving organizational goals.

Personal Information

Name	: Khaled Mohamed Hefny Ali
Gender	: Male
Date of Birth	: 7/1/2001
Country of Nationality	: Egypt
Military Status	: Final Exemption
Marital Status	: Single

Contact

Address	: Qous - Qena - Egypt
Phone	: 01140954211
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Education

University	: Luxor
Faculty	: Computers and Information
Graduation Year	: 2023
University Degree	: Bachelor's degree in Computers and Information
Grade	: Very Good (B)
GPA	: 3.27
Department	: Information Technology (IT)

Studies and Courses

- **Operating Systems**
- **Computer Network**
- **Network Security and Design**
- **Database**
- **Software Engineering**
- **CCNA V7**
- **MCSA**
- **Web Programming (HTML – CSS)**
- **E-Commerce**
- **System Analyses**

Certifications

- **Certificate Cisco Certified Network Associate " CCNA V7 " from " NTI " :-
Digital Egypt Youth 1-Month Program, National Telecommunication Institute (NTI),
Ministry of Communications and Information Technology (MCIT), Cisco Certified
Network Associate (CCNA V7), Qena Branch , October 2023**
- **Certificate Cybersecurity For Beginners from " Mahara-Tech "**
- **Certificate Computer Network Fundamentals from " Mahara-Tech "**
- **Certificate Introduction to network security from " Mahara-Tech "**
- **Certificate Ethical Hacking from " Mahara-Tech "**
- **Certificate Python Programming Basics from " Mahara-Tech "**
- **Certificate Implementation of Computer Network Fundamentals from "Mahara-Tech"**
- **Certificate Red Hat System Administration I from " Mahara-Tech "**
- **Certificate Cloud and Virtualization Concepts from " Mahara-Tech "**
- **Certificate Network Virtualization Concepts from " Mahara-Tech "**

Personal Skills

- **Ability to work under pressure**
- **Problem solving skills**
- **Good communication**
- **Time management**
- **Energetic and Eenthusiastic**

Work Experiences

1- Outlet and Home Visits Technical Support :-

I work as a Outlet and Home Visits Technical Support in WE TeData from June 2023 until now.

Our main mission is handling our valued customers technical problems at CSOs or through our Visits Side by side, there are some missions besides our main mission :

- **Apply ADSL/VDSL/FTTH Service presentation and installation for new customers.**
- **Provide clients with support and solution for common technical issues.**
- **Configure the Modem/DSL Router with standard and advanced configuration.**
- **Communicate/Escalate to other teams to solve technical complaints.**
- **Documenting the implementations day by day running for the Technical Support issues.**
- **Mobile stock handling and technical problems troubleshooting.**

Languages

- **Arabic : Native language**
- **English : Good**