

ABDELRAHMAN TONY

Professional IT

Sep 19,1998

Assiut-Egypt

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Military Service completed

SUMMARY

Motivated IT support technician seeks new position in dynamic, growth-oriented company focused on cultivating exceptional customer experience and a positive work environment. With experience handling networking concerns, implementing new software, installing new hardware, and addressing user concerns, I bring attention to detail and a dedication to technical improvement to each job. Past achievements include new network architecture component selection and implementation, earning leading industry certifications, and driving the achievement of departmental goals.

EDUCATION

- Bachelor of information technology.
- Major: IT Technical support.

COURSES

- CS 50 (2019).
- IT help desk (2019).
- CCNA (2020).
- ICDL (2020).
- MCSA (2021).
- HTML (2021).
- CSS (2021).
- PYTHON (2021).
- LINUX (2022).
- DATA BASE (In progress course).
- ALGORITHMS (in progress course).
- JAVA (in progress course).

TECHNICAL SKILLS

- Troubleshooting network concerns.
- Assisting users in person and remotely with hardware-related concerns.
- Utilizing technical training to resolve concerns related to software functionality.
- Providing phone and online support to users.
- Working in a team-oriented environment.
- Implementing documentation protocols into departmental operations.
- Supporting audio-visual interface with computer workstations and telecommunications technologies.

LANGUAGES

- Arabic: (native language).
- English: (writing, listening, and speaking are all good)

PERSONAL SKILLS

- Communication Skills.
- Service-focused.
- Self-Studying Skills.
- Presentation Skills.
- Very good at using Microsoft Office (Word, Excel, PowerPoint).
- I can handle and solve computer problems.
- Ability to work in groups and individual.
- Time and resource management.
- Continuous learning and stimulating internal motivation.
- Ability to work under pressure.
- Multi-Tasking.