Abdelrahman Mohamed Ahmed Hassan

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CAREER OBJECTIVE

- Motivated Computer Science graduate seeking the role of IT Specialist at smart companies.
- Experience 3+ years of industry experience Passionate about building Relevant skills include Database Administration, and Network Architecture and maintaining computer systems.
- Experience 1+ years as Graphic Designer.

WORK EXPERIENCE

- **IT Help desk**, **IT Technician and Store Keeper for IT Department**
  Rouvan Hospital   **Dec 23-until now, Assiut**
  · Designed, implemented, and maintained hardware, software, and network configurations and troubleshoot system and network problems quickly and accurately

- **IT Specialist and Help desk**
  International Company for Medical Supplies   **Feb 22-Dec 23, Assiut**
  · Designed, implemented, and maintained hardware, software, and network configurations and troubleshoot system and network problems quickly and accurately.

- **Technical Support**
  WE Company   **May 19 - Feb 22, Assiut**
  · Provided technical assistance to customers over the phone and email, efficiently resolved customer inquiries and troubleshooted technical issues.

- **Customer Services**
  Vodafone   **April 18 - May 19, Assiut**
  · Achieved outstanding customer satisfaction scores of 100%, handle them problems   and answered over 100 customer inquiries a day.

EDUCATION

- **Bachelor of Computer and Information Systems**
  Assiut University, Assiut ,2015.

COURSEWORK

- **Google IT Support Specialist certificate. May 2024.**
- **Cisco Certified Network Associate (CCNA)**
  National Telecommunication Institute (NTI) ,2022.
- **MCSA Self Study.**
- **2D Graphic Design**
  National Telecommunication Institute (NTI) ,2023.
- **General Education Diploma**
  Assiut University. 2023
- **Digital Transformation Certificate.**
  Assiut University. 2023.

PROJECTS

- **An Electronic Election Website**
  Faculty of Computer and Information System.
  - Developed and configured an electronic election website with voice authentication and secure user authentication, meeting federal and state security standards.

SKILLS & ABILITIES

- **Hard Skills**: Troubleshooting (Advanced), Technical Support (Experienced), Virus Removal, Hardware Setup.
- **Techniques:** Software Installation, IT Hardware Support, Computer Repair, Remote Desktop, VMware.
- **Software Skills**
    - Poised under pressure
    - Can work within teams
    - Microsoft Office (Word, Excel, Outlook, Access, PowerPoint), Photoshop.
    - Excellent interpersonal and communication skills
    - helpful
- **Languages**
  Very good English. Excellent Arabic