

JOUNGHIT JAMIL BOSHI

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ADRESS: UAE, Sharjah

Professional Summary:

- Experienced Technical Support Representative with [2] years' proven track record in software and systems troubleshooting. Skilled in task prioritization, issue escalation, and resolution tracking for enhanced workflow efficiency. Possesses exceptional technical diagnosis, communication, and file tracking abilities.

work experience:

IT Help Desk Technician, Beshay Ceramic ,(Egypt-Cairo):

Feb 2024 - Current

- Handling computer maintenance and providing technical assistance to staff members.
- Contributing to the development and suggestion of new technologies, such as utilizing AI for automation to expedite and streamline processes.
- Uploading files to the website, including images and necessary information.
- Gathering information from the internet and liaising with external companies as required.

IT Help Desk Technician, Ev Furniture ,(Egypt-Cairo):

Oct 2023 - Feb 2024

- Coordinated IT resources and devices for sales team at EV Furniture.
- Managed purchase invoices and ensured timely procurement.
- Oversaw device installation and maintenance.
- Utilized ChatGPT for troubleshooting, documentation, and automation.

Co-founder and Maintenance Technician, Projocar Technology ,(Syria-Aleppo):

Apr 2020 - Apr 2022

- Provided free maintenance services for computers and electronic equipment to university students.
- Assisted students with Python programming-based graduation projects.

Education:

- Bachelor's degree in Telecommunications Engineering, Aleppo University.
- Coursera in the field of programming and cyber security and network.
- Edraak educational platform international computer leadership (ICDL).
- Developing a research to use new methods to find encryption keys.

Oct 2020 - Oct 2022

Apr 2020 - Present

Oct 2020

Oct 2023

projects and Courses:

- Building a secure algorithm for storing data in cloud computing.
- Beauty Life Ingiltere website using Shopify.
- Google Cybersecurity from Coursera platform.
- Google Automate Tasks with Python from Coursera platform.
- Google IT SUPPORT from Coursera platform.
- Analyze Network Traffic with TCPDump from Coursera platform.
- Wireshark for Beginners: Capture Packets from Coursera platform.
- AI For Everyone (DeepLearning.AI) from Coursera platform.
- Meta Introduction to Front-End Development from Coursera platform.

Skills:

- Python
- Microsoft office 365
- computer networks
- Linux
- Very Good Presentation skills.
- Ability to learn new tasks quickly.
- Good Communication skills

Languages:

- Arabic: Mother tongue
- English: Very good