

Mohamed Rashad Abdel-Fattah

IT Support

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Summary

Very technical IT Support Technician has terrific troubleshooting and good interpersonal skills to assist customers with computer issues. Possesses a thorough knowledge of computer hardware and software applications.

Education

Faculty of Computers and Artificial Intelligence | Helwan university

Bachelor's Degree.

2016 – 2020

Experience

System Engineer

- **Soft Trend** **May 2023 – present**
 - Managed and maintained enterprise-level security solutions, including Kaspersky antivirus and Sophos firewall, to protect the organization's IT infrastructure.
 - Conducted regular security audits and vulnerability assessments to identify and mitigate potential risks, enhancing the overall security posture.
 - Implemented and managed Sophos firewall policies to secure the network, including setting up rules for traffic filtering, intrusion prevention, and VPN connections.
 - Provided technical support and troubleshooting for antivirus and firewall issues, resolving incidents quickly to minimize impact on business operations.
 - Collaborated with IT teams to integrate security measures seamlessly into existing systems and processes, balancing security with usability.

IT Helpdesk

- **El-Arabi Recruitment Agency** **Oct 2021 – Jan 2022**
 - installed, upgraded, and maintained operating systems (e.g., Windows) to ensure optimal performance and security.
 - Installed and configured complex hardware and software systems, including servers, networking equipment, and enterprise applications, to meet organizational needs.
 - Performed system upgrades and patches, ensuring that all systems were up-to-date with the latest security and performance enhancements.
 - Utilized strong problem-solving skills to troubleshoot and resolve technical issues, reducing downtime and enhancing user productivity.

Technical Support

- **Vodafone888**

Feb 2020 – Oct 2021

- Provided technical support to customers, addressing and resolving technical issues related to [specific products or services].
- Assisted customers in sending and checking documents, ensuring accuracy and timely processing.
- Answered customer business inquiries, delivering clear and concise information to resolve concerns and provide guidance.
- Handled and resolved customer complaints, demonstrating empathy and maintaining a high level of customer satisfaction.
- Managed abnormal situations in the receiving and dispatching process, implementing effective solutions to minimize disruptions.
- Collaborated with the branch supervisor to coordinate courier activities and ensure efficient workflow.

Skills

- Cisco Certified Network Associated (CCNA Routing and Switching).
- Strong knowledge in Windows server operating system and windows components such as Active Directory, DNS, DHCP and Group Policy
- Strong knowledge in Backup and Storage systems.
- Good knowledge in Linux operating system and VMWare.
- Good Knowledge at antivirus(Kaspersky) and firewall(Sophos).
- Microsoft SQL Server.

Strengths

- **Collaboration** Work well in a team and know how to support my teammates.
- **Critical Thinking**, I always think clearly and rationally, understanding the logical connection between ideas.
- **Delivering Results** Focus on the key inputs and deliver them with the right quality and in a timely fashion.
- **Problem Solving**, I am capable of coming up with creative solutions to identify problems and solve them in an efficient and effective manner.

Languages

- Arabic - native
- English - highly proficient in speaking and writing