



Mohamed Khalaf

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DATE OF BIRTH

July 19, 1995

SKILLS

- MCSA - Windows Server 2019.
- IT Essentials (PC Hardware , Software).
- Virtualization Vmware.
- Fortigate firewall
- CCNA.
- HTML.
- CSS.
- PHP.
- SQL.
- Microsoft Office.

LANGUAGES

Arabic - English | Good

EDUCATION

Graduated from :
ElShorok Academy |
Bachelor's degree
Management
Information Systems

Military Service completed

RESUME SUMMARY

IT Help Desk technical support, managing IT operations, and supporting users with a variety of technical issues. Skilled in aligning end-user needs with long- term resolutions to complex IT challenges.

PROFESSIONAL SUMMARY

- infrastructure (Cable Management).
- Installing VMware (ESXI – Vcenter – Create Machines VM).
- Create Domain Server and DHCP Server (Create group Policies).
- Making Backup (Install Server Backup and Management).
- Create File Share (Permission For every User and Create User and Organization Unit and Groups).
- Configuring , Managing & Maintaining company internal system as well as company's projects systems related to Microsoft products on Windows server 2016 & 2019 platform including and not limited to Active Directory (AD), Domain Name System (DNS), Dynamic Host Configuration Protocol (DHCP), Group policy (GP) ,Print Server , File Server.
- Setup and Deploy operating systems and Applications for new laptops and desktops.
- Handling of the Basic Network configuration, Cabling and Installation of the IT infrastructure
- Make Configuration (Switches – Routers - managed firewall).
- Installed and configured computer hardware, software, systems, network, printers and scanners
- Managed all network resources.

- Monitored servers and switches traffic and managed firewall.
- Supported end user problems and troubleshoot it.
- Managed and configured servers to work smoothly.
- Installing Software and Networking Systems.
- Server backups and troubleshooting activities.
- Deploy Firmware updates, Service Packs and Applications updates.
- Supported end user problems and troubleshoot it.
- Maintenance (PC, Scanner, Printers).
- Install, modify, and repair computer hardware and software.

WORK HISTORY

01/2021- 07/2021

Internship

J&K |

IT Helpdesk Technician

- Installed new PC workstations and laptops with Windows 10 and MS Office 365.
- Dealing with windows server 2019
- Create And Manage Group Policy
- Create And Manage Folder Sharing
- Performed successful hardware and software repairs per week.
- Slashed update times for systems & software by 30% through automation.
- Reduced downtime for 100+ machines by 22% by scheduling and performing regular maintenance of hardware and software.
- Connect fingerprint devices
- Problem Solving