Mohamed Ibrahim

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Dedicated and analytical IT Support Specialist with experience in troubleshooting, technical documentation, and customer-focused problem resolution. Driven by values of collaboration, integrity, continuous growth, and delivering reliable solutions.

Professional Experience

Technology Development Intern   **Dec 2024 - Present**
ChristianaCare, Wilmington, DE

- Troubleshoot and resolve hardware issues promptly, minimizing downtime and maintaining productivity.
- Set up workspaces and managed cabling for organized, efficient environments.
- Configured and deployed new iPhones for staff while securely wiping old devices to protect confidential information.
- Responded to ServiceNow tickets quickly and effectively, providing timely solutions to technical problems.

Geek Squad Consultation Agent   **Nov 2021 - Feb 2024**
Best Buy, Wilmington, DE

- Assisted customers with technology needs and provided product information in a fast-paced retail environment.
- Promoted Geek Squad services, guiding customers to the most suitable solutions for their needs while ensuring high-quality service.
- Efficiently managed customer inquiries and resolved complaints with professionalism, enhancing customer satisfaction.
- Trained new Geek Squad Consultation Agents on operational policies, procedures, and best practices.
- Utilized Geek Squad software to troubleshoot and diagnose technical issues accurately.
- Documented customer interactions and service history in a customer database for future reference.

Education and Certifications

- **Computing and Information Science,** Delaware Technical Community College   **Incomplete**
  - **Completed Couse Work:** CSC114 - Computer Science I, CSC164 - Computer Science II, CSC214 - Computer Science III, CIS130 - Computer Organization, CIS211 - Data Structures

Skills

- Technologies: Windows, Active Directory, ServiceNow, Microsoft Office, Mac
- Other: Help Desk, Troubleshooting, Technical Support, PC Support, Configuration, Communication

Projects

Windows 11 PC Refresh

- Replaced outdated laptops and desktops to ensure compatibility with new and upcoming software, minimizing disruptions to workflow.
- Conducted secure data transfers to preserve important information during device replacements.

Vocera iPhone Refresh

- Configured and deployed updated iPhones, replacing older models that no longer supported essential software.
- Ensured seamless transitions for users by transferring data securely and verifying proper device functionality.