

Mohamed Ibrahim

(302) 465-7775

moibrah7@gmail.com

github.com/moibrah7

linkedin.com/in/moibrah7

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

- Provided technical support to customers, assisting with product selection, troubleshooting, and issue resolution in a high-volume retail environment.
- Promoted Geek Squad services, educating clients on available solutions to enhance their technology experience.
- Efficiently managed customer inquiries and resolved complaints with professionalism and empathy.
- Trained new team members on operational policies, customer service standards, and technical procedures.

Education and Certifications

- **Computing and Information Science**, Delaware Technical Community College **Incomplete**
 - **Completed Course 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- Replaced outdated laptops and desktops to ensure compatibility with new and upcoming software, minimizing disruptions to workflow.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.