Joseph Beshara

IT Helpdesk & System Administrator

📍 Cairo, Egypt | ✉ josephashraf423@gmail.com | 🔗 [LinkedIn Profile](#)

◈ Professional Summary

Customer-focused and technically adept IT Helpdesk & System Administrator with 2 years of hands-on experience in system administration, end-user support, virtualization, and network management. Known for resolving technical issues efficiently and optimizing IT operations through proactive problem-solving and effective communication.

◈ Core Technical Skills

- Operating Systems: Windows OS
- Directory Services: Active Directory, Group Policy
- Networking: DNS, DHCP, TCP/IP, VPN, LAN/WAN, Wi-Fi, FortiGate Firewall, MikroTik
- Systems: VMware ESXi, Hyper-V
- Tools: Google Admin Console, Spiceworks Ticketing System
- Hardware/Software: Installation, Configuration, and Troubleshooting
- Other: TP-Link, Smart Boards, CCTV Systems

◈ Certifications & Courses

- CompTIA A+
- CompTIA Network+
- Microsoft Certified Solutions Associate (MCSA)
- Cisco Certified Network Associate (CCNA) – In Progress

◈ Professional Experience

Technical Support Specialist Windrose Academy   Dec 2024 – Present

- Installed/configured computer systems and peripherals.
- Resolved software, hardware, and network issues efficiently.
- Installed and managed 35+ Wi-Fi APs and centralized controller.
- Migrated physical servers to VMware ESXi environment.
- Reconfigured VLANs on switches and FortiGate for network security.
- Installed 65 interactive smart boards in classrooms.

IT Helpdesk & System Administrator Lavanda Language School   Jun 2024 – Dec 2024

- Supported over 60 users with technical issues.
- Managed MikroTik routers and FortiGate firewall setup.
- Oversaw server upgrades and data backup systems.
- Maintained CCTV and sound systems across the campus.

IT Helpdesk & System Administrator Local Spare Parts Shop   Mar 2023 – May 2024

- Provided IT support to 15+ employees.
- Managed server infrastructure and backup systems.
- Oversaw network security and CCTV monitoring.

Technical Support / E-Commerce Elite Gamers Store (Online)   Jun 2018 – Feb 2020

- Provided technical support to customers and resolved e-commerce issues.
- Assisted with website promotions and product advertising.

◈ Education

Bachelor's Degree in Business Information Systems

Sadat Academy for Management Science — Cairo

◈ Languages

- Arabic: Native
- English: Fluent