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| **Abdelrahman Reda Abdel Aziz** | Gesr El Suez ST. ● Cairo, Egypt  Phone: 002-01021177707  Email: [Abdu08@live.com](mailto:Abdu08@live.com)  Birth date: 1-6-1990  Marital Status: Married  Military Status: Completed  University: Future Academy  Major : Information System Management |

**Career Objective:**

Looking for a challenging and satisfying career opportunity in a congenial working environment and prospects for continuation of professional learning and growth along with the progression of company.

● Technical Support ● User Training ● Software/PC/LAN Troubleshooting

* 3 years of help desk experience providing software, hardware, client/server and networking technical support.
* Proven success working in high-volume, 24x7 technical call centers. Demonstrated strengths in rapidly diagnosing, troubleshooting and resolving client issues.
* Consistently praised for communicating effectively with both technical and nontechnical users.
* Known for excellent problem-solving skills and patience in dealing with frustrated users.

**Technical Skills**

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| Technical Troubleshooting  Hardware Configurations  Virtualization  Hyper-V | Software Installs  LAN Connectivity  Problem Diagnosis | Phone & Online Support  Client/Server Models  Preventive Maintenance | User Training/Support  Customer Service Complaint Handling |

**Main Key Skills**

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| Ability to understand new tasks quickly and effectively.  Hardware Configurations  Offshore Team Collaboration | A proven problem solver and team-player.  Energetic and physically very fit, quick to respond to opportunities and problems.  Problem Diagnosis | Excellent Performance using direct communication skills.  High integrity.  A logical thinker |  |

**TECHNOLOGY PROFICIENCIES**

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| **Software:** | MS Office (Word, Excel, Outlook, Access),instant messaging software, NetSupport, Manage Engine, Remedy Ticketing System, SAP. |

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| **Browsers:** | Internet Explorer, Firefox, Chrome, Safari |

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| **Hardware:** | PCs, Laptops, Telephony Systems, Printers, Routers, Modems, Firewall |

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| **Networking:** | LAN / Remote Connectivity, TCP/IP |

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| **Platforms:** | Windows, Mac, Windows Server |

**PROFESSIONAL EXPERIENCE**

Arkas egypt — Cairo, Egypt

**IT Service Desk Specialist,** November 2016 to “PRESENT”

* Support LANs, WANs, network segments, Internet, and intranet systems.
* Maintain system efficiency.
* Ensure design of system allows all components to work properly together.
* Troubleshoot problems reported by users.
* Make recommendations for future upgrades.
* Maintain network and system security.
* Analyze and isolate issues.
* Monitor networks to ensure security and availability to specific users.
* Evaluate and modify system's performance.
* Identify user needs.
* Maintain integrity of the network, server deployment, and security.
* Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations.
* Design and deploy networks.
* Perform network address assignment.
* Assign routing protocols and routing table configuration.
* Assign configuration of authentication and authorization of directory services.
* Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers.
* Maintain network servers such as file servers, VPN gateways, intrusion detection systems.
* Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches.
* Troubleshooting, administration and support of Windows 2003/2008 server on several hardware at all levels.
* Maintaining core infrastructure applications (DNS, DHCP, WSUS, .... etc).
* Optimum trouble-shooting and problem solving.
* First, second and third line support (software, hardware and networks).
* Managing the email systems (Exchange 2003/2007) and ensuring the appropriate level of anti-virus and anti-spam protection.
* Managed the business critical applications, in-house software, Internet connectivity and remote office connectivity.
* Troubleshooting network connectivity issues liaising with Network Team
* Providing support of IT hardware, software and infrastructure
* Identified and resolved day-to-day and ad-hoc IT issues and efficiently maintained / upgraded the company’s IT infrastructure.
* Writing change control documentation and updating Installation / new build procedure documents.
* Liaising with customers, evaluating, estimating and purchasing both hardware and software solutions.

Unilever egypt — Cairo, Egypt

**IT Service Desk Specialist,** January 2015 to November 206

* Provide a single point of contact for end users to receive support and maintenance within the organization's desktop computing environment. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment (including but not limited to PC, terminals, printers and scanners) to ensure optimal workstation performance.
* Also troubleshoot problem areas (in person, by telephone, or via remote access) in a timely and accurate fashion, and provide end-user assistance where required.
* Working with customers/employees to identify computer problems and advising on the solution.
* Logging and keeping records of customer/employee queries.
* Analyzing call logs so you can spot common trends and underlying problems.
* Updating self-help documents so customers/employees can try to fix problems themselves.
* Working with field engineers to visit customers/employees if the problem is more serious  
  Testing and fixing faulty equipment.

Logic training & hr development— Cairo, Egypt

**IT Support Engineer,** May 2014 to January 2015

* Resolve complex problems that required escalation. Provided detailed descriptions of issues in trouble ticket system and followed up diligently to ensure swift resolutions.
* Received “outstanding” ratings on performance reviews each year, with top marks in teamwork, customer service, communication skills and technical problem-solving.
* Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
* Respond to queries either in person or over the phone.
* Write training manuals.
* Train computer users.
* Maintain daily performance of computer systems.
* Respond to email messages for customers seeking help.
* Ask questions to determine nature of problem.
* Walk customer through problem-solving process.
* Install, modify, and repair computer hardware and software.
* Clean up computers.
* Run diagnostic programs to resolve problems.
* Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
* Install computer peripherals for users.
* Follow up with customers to ensure issue has been resolved.
* Gain feedback from customers about computer usage.
* Run reports to determine malfunctions that continue to occur.



* Vodafone eGYPT — Cairo, Egypt

**ADSL Technical Support Agent,** February 2014 to May 2014

* Routinely exceed call-handling goals, closing an average of 60 calls daily (25% above quota) with a 75% first-call resolution ratio and an average talk-time of 5.5 minutes -- well below 7-minute goal.
* Act as a first line of support to all VF Egypt internet users’ inquiries (technical / billing).
* Provides relevant and accurate information (Services, Products & Policies)
* Follow up with second line of support to make sure that all escalated problems will be solved in the appropriate time
* Provide customer with appropriate options/right suggestion.
* Respond and solve all Vodafone Egypt internet customer inquiries regarding all internet Service and provide an end-to-end ownership to these inquiries till closure.
* Coordinate with customers to assist them with any questions or issues arising from their use of Vodafone’s internet Service and relative hardware.
* Take the ownership of escalated service requests through problem resolution for the benefit of Vodafone’s internet customers.
* Ensure elimination of wrong transactions that leads to financial negative impact.
* Own all customer inquiries regarding internet till closure and post resolution call to ensure customer satisfaction and close case.
* Handle escalated calls from either the call center or directly from the customers to an outcome of maximum customer satisfaction.
* Conduct outbound calls to customer problems received from call center / corporate agents to ensure solving the customer problem according to the Service Level Agreements.