

Mohamed Mohamed Abd El-Magied Selim

IT Help Desk

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SUMMARY

Dynamic IT Help Desk professional with one year of experience in network administration and technical support. Proficient in troubleshooting network issues, managing user accounts, and ensuring system security, validated through hands-on training at Huawei Technologies. Successfully administered organizational networks for the Egyptian Army, enhancing network reliability. Committed to delivering exceptional IT support and improving user experience through effective problem-solving skills and proactive communication.

WORK EXPERIENCE

03/2024 – 03/2025	Network & System Admin and IT Help Desk, Egyptian Army	Suez, Egypt
	<ul style="list-style-type: none">Administered and maintained organizational networks, ensuring optimal performance and reliability.Installed and configured network hardware and software, facilitating efficient connectivity.Diagnosed and resolved network issues while enforcing stringent security policies.Oversaw user account management and access controls, enhancing system security.Executed regular updates and audits, reinforcing overall system integrity.	
06/2023 – 09/2023	Internship Trainee in Networking, Huawei Technologies	Cairo, Egypt
	<ul style="list-style-type: none">Completed a technical internship focused on computer networks, developing practical networking skills.Gained hands-on experience with networking technologies such as routing, switching, and network security protocols.Assisted in the configuration and troubleshooting of network devices under the guidance of senior engineers.Participated in workshops on Huawei's enterprise networking solutions and next-generation network infrastructure.Acquired foundational knowledge of Huawei certification pathways, including HCIA.	

EDUCATION

2019 – 2023	Faculty of Computers and Information, Elshrouk Academy B.Sc., Computer Science	EL Shrouk City, Egypt
	<ul style="list-style-type: none">Achieved a Bachelor of Science degree in Computer Science with a focus on practical applications and theoretical foundations.	

GRADUATION PROJECT

Skin Cancer Detection using AI and Flutter Faculty of Computers and In

- Led the development of a cross-platform mobile application for early detection of skin cancer using deep learning.
- Implemented a Convolutional Neural Network (CNN) using TensorFlow to classify skin lesion images with high accuracy.
- Utilized Flutter to design and develop an intuitive and responsive user interface.
- Achieved an Excellent (Grade: A+) evaluation for the project, with commendation from faculty for innovation and execution.

SKILLS

Operating Systems (Win, macOS, Linux)	Cybersecurity Awareness
Networking (TCP/IP, DNS, DHCP, VPN)	
Hardware & Peripherals Support	Problem-Solving
Microsoft 365 & Business Apps	Effective Communication
Remote Support Tools	Time Management
Active Directory	Attention to Detail
Ticketing Systems	Continuous Learning

LANGUAGES

Arabic (Native)

English (Fluent)

COURSES

CCNA , Ahmed Abdallah

- (Self Study)

MCSA, Ahmed Nazmy

- (Self Study)

CCNP, Ahmed Abdallah

- (Self Study)

OSCP, Nakerah

- (Self Study)