

Elsayed Amer Elsayed Awad

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Date of Birth: 20 February 1993

Professional Summary

- Highly motivated IT Technician and Help Desk Specialist with hands-on experience in IT support, hardware troubleshooting, software installation, and user assistance. Skilled in Windows OS installation, driver configuration, peripheral setup, and remote technical support using AnyDesk and TeamViewer. Strong problem-solving and communication skills with the ability to deliver efficient technical solutions.

Technical Skills

- **Operating Systems:** Windows 11, Windows 10, Windows 7
- **IT Support:** Help Desk Support, Troubleshooting, Diagnostics
- **Hardware:** PCs, Laptops, Printers, Scanners, Peripheral Devices
- **Software:** Installation, Configuration, Maintenance
- **Networking:** Basic Networking, Wired and Wireless Connections
- **IT Fundamentals:** User Management, File Management, Task Manager, Control Panel
- **Security Basics:** Antivirus, Firewalls, Basic System Security
- **Remote Support Tools:** TeamViewer, AnyDesk
- **Productivity Tools:** Microsoft Word, Excel, PowerPoint, Google Workspace
- **Data & Analytics:** Power BI (Basic), Data Entry
- **Other Skills:** Digital Literacy, Web Search, Problem Solving, Analytical Thinking, Fast Learner

Certifications

- **Fundamentals of Digital Transformation Certificate (FDTC)** – Mansoura University (Valid 2025–2030)
- **Leadership and Entrepreneurship Awareness Course (No. 157)** – Military Academy for Advanced and Strategic Studies, National Defense College (Dec 2025)
- **Governance and Digital Transformation Ambassadors Program** – Engineers for a Sustainable Egypt (ESE) and Nile University (2024)
- **Artificial Intelligence Fundamentals with Capstone Project** – IBM SkillsBuild (2026)
- **Artificial Intelligence Ambassadors Program** – National Telecommunication Institute (NTI), Ministry of Communications and Information Technology (MCIT) (2025)
- **Computer Network Fundamentals** – Information Technology Institute (ITI), Mahara-Tech (2026)
- **Cybersecurity Fundamentals** – IBM SkillsBuild (2026)
- **Graphic and Web Design Training Program** – ITC Academy (2017)
- **Machine Learning and Deep Learning – AI Ethics – Mastering the Art of Prompting (Prompt Engineering)** – Adobe Learning Manager (2026)
- **AI for Business Professionals** – HP LIFE / HP Foundation (2025)
- **CompTIA A+ and Network+** – Self-Study (No Exam Taken)
- **Running AI Models with IBM Watson Studio** – IBM / Adobe Learning Manager (2026)

Professional Experience

Yahoo Center for Academic Services - 2021 – Present

- Provided technical and administrative support for academic services, ensuring accurate data handling and system registration.
 - Conducted academic research support for undergraduate and postgraduate students in accordance with approved academic standards.
 - Formatted and edited scientific theses and dissertations (Master's and PhD) following university guidelines.
 - Created professional presentations using Microsoft PowerPoint.
 - Designed educational and promotional materials using Adobe Photoshop.
 - Registered and managed international student data across official governmental systems, including:
 - *Ibn Al-Haytham System*
 - *Supreme Council of Universities System*
 - *Study in Egypt Platform*
 - *Central Library System*
 - Managed registration processes on the Teacher Cadre systems.
 - Performed registration and data handling on the General Organization for Export and Import Control system.
 - Ensured data accuracy, confidentiality, and compliance with administrative regulations.
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REALME EGYPT – Sales Supervisor - 2019 – 2021

- Led and motivated a teams of 55 promoters, achieving successful product launches that exceeded company targets.
 - Implemented effective communication and collaboration strategies across a geographically dispersed team.
 - Demonstrated strong leadership and problem-solving skills in a fast-paced environment.
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OPPO EGYPT - Sales Promoter - 2018 – 2019

- Exceeded sales targets by 20%, demonstrating strong customer service and persuasive communication skills.
 - Managed all aspects of store operations, ensuring customer satisfaction and adherence to brand standards.
 - Utilized Excel for data visualization, tracking progress, and optimizing sales strategies.
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Education

- **Mansoura University, Faculty of Law - Bachelor of Laws - 2017**

Language

- Arabic (Native)
- English (B2)