

## ELSAYED IBRAHIM

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### WORK EXPERIENCE:

#### **Barrister Global Services**

06/2017 – Current

##### *IT Field Technician*

- Upgraded Microsoft Server 2012 to 2016, Deployed Active Directory, DHCP, DNS, and File Server
- Install, repair and configure HPE ProLiant DL380 Gen9 Server (BIOS, CPU, Motherboard, Memory and network card)
- Installed Cisco equipment's switches and Wireless Access Point
- Proficient in Windows and the Microsoft Office Suite (Outlook, Word, PowerPoint, Excel, Access)
- Installing/Supporting Anti-Virus software Symantec & MacAfee
- Configure and maintain IP addresses
- Setup PC hardware and software for our clients ensuring proper configuration of Windows 10
- Use Windows Server for user, printer, and shared folder administration
- Diagnose software/hardware issues
- Replace hardware as necessary and backup data
- Manage & maintain Eaglesoft for daily operation and maintain Patterson Server
- Programmed and installed AXIS 209MFD surveillance cameras and AXIS P7224 video server
- Utilized Open source software Magento and setup online store for selling products
- Schedule and visit clients for PC and printer repair and installation

#### **CompuCom**

05/2014 – 06/2017

##### *Desktop Technician*

Washington, D.C.

- Utilized the Remedy ticketing system
- Responding to daily operational support issues via help desk tickets and customer walk-ups while escalating as appropriate;
- Troubleshoot end user issues in a Windows 10 environment
- Provided system support for network issues, hardware maintenance, software, networking, etc.
- Diagnosed hardware issues on printers and other devices
- Assisted employees with computer issues via email, phone and in-person
- Set up equipment for new users
- Provided first and second level technical support for assigned systems
- Provided user training and support, also provided follow-ups to ensure trouble resolution and reduce repeat occurrences
- Used Active Directory to create, modify and update accounts and group policy objects, manage access and reset passwords
- Created software images for mass installs and upgrades
- Performed workstation hardware and software upgrades
- Develop solutions for existing problem

#### **Aerotek Recruiting Agency**

07/2012 – 05/2014

##### *Help Desk Technician*

Washington, D.C.

- Troubleshoot and resolved technical issues or escalated complex issues
- Provided on-call support for end user technical issues related to our software application
- Completed work orders
- Served as first contact for technical issues

- Tracked and monitored open problems to insure service level standards were met

**EDUCATION AND CERTIFICATION:**

*Associate of Applied Science Degree - Electronics*

Atlantic Cape Community College    Mays Landing, NJ

- **CompTIA N+**
- **CompTIA A+**
- **IBM Lenovo Service Authorization Technician**

**SKILLS:**

- Networking: TCP/IP v4/v6, OSI and VPN
- Windows Server roles: Domain Controller; Active Directory, Group Policy, DHCP and DNS
- Microsoft Office Suite (Outlook, Word, SharePoint, PowerPoint, Excel, Access)
- Front-End Web Development: HTML/CSS, JavaScript, WordPress, GIT
- Knowledge of networking topologies and network wiring systems
- Ticketing System Remedy & ServiceNow
- Authorized PC and Printer repair service
- US CITIZEN