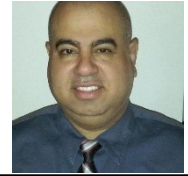# Elsayed Ibrahim

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OBJECTIVE: To obtain a position as a Desktop Support Technician utilizing software, hardware and troubleshooting experiences in order to provide the company with a solid IT support

EDUCATION:

March 2019	CompTIA Network+	Currently pursuing
May 2014	CompTIA A+	Expired
May 2007	Associate in Applied Science, Electronics	Atlantic Cape Community College

SKILLS:

- Ability to communicate, both verbally and in writing, in a clear, concise and professional manner
- Works effectively under pressure, can manage multiple priorities simultaneously and can work without direct supervision
- Exceptional customer service approach
- Problem Solving/Analysis
- Familiar with wiring/cabling standards
- Basic Knowledge of Networking (TCP/IP v4/v6, OSI)
- Basic Knowledge of Windows Server roles (Active Directory, DC, DHCP, DNS)
- Basic Knowledge of networking topologies and network wiring systems
- Basic knowledge of front end web development HTML/CSS JavaScript
- Ability to make decisions quickly and to work effectively in a fast paced environment

EXPERIENCE: **BARRISTER GLOBAL SERVICES** **Washington, D.C.**
06/2017 – Current *IT Field Technician*

- Scheduled visits to clients for PC/Printers repair and installation
- Installing/Supporting Anti-Virus software like Symantec, MacAfee
- Inputs and maintains IP addresses
- Install and maintain Microsoft products including MS office 360
- 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 problems
- Replace hardware as necessary
- Backup data for clients

	Compucom	**Washington, D.C.**

05/2014 – 06/2017   *Desktop Technician*

- Work to implement and maintain a help ticket system
- Troubleshoot end user issues in a Windows 10 environment
- Provide daily system support for network issues, hardware maintenance, software, networking, etc. to employees
- Diagnose hardware issues on clients, printers and other devices
- Assist employees with computer problems and answer their questions
- Set up equipment for new users
- Provides first and second level technical support for assigned systems.
- Provides user training and/or support and follow-up to ensure call resolution and reduce repeat occurrences
- Participates in on-call rotation as assigned
- Create software images for mass installs and upgrades and provide network accounts and passwords as required
- Experience with PC and Printer support, both with hardware and software.
- Perform timely workstation hardware and software upgrades

Aerotech Recruiting Agency   **Washington, D.C.**

07/2012 – 05/2014   *Help desk Technician*

- Answer Phone
- Provide on-call support for end user technical issues related to our software application.
- Complete work orders
- Troubleshoot and resolve technical issues or escalate complex issues to the appropriate person
- Serves as first contact for technical issues within company
- Provides tracking and monitoring of open problems to insure service level standards are met
- Create documentation as required
- Perform other duties as required