Hamed Abu Sallam

Help Desk Technician | Computer Support Specialist

Profile

Computer Science graduate and aspiring Help Desk Technician with practical knowledge in hardware maintenance and software troubleshooting. Familiar with networking fundamentals and Windows Server environments, including user management and system configuration. Proven experience in providing technical assistance to end-users and maintaining office equipment. Passionate about resolving technical issues efficiently and eager to apply my academic background and foundational IT skills in a professional support environment.

Highlights

- Intermediate hardware and software troubleshooting.
- Windows installation, configuration, and system optimization.
- Desktop, laptop, and peripheral maintenance.
- Fast learner, adaptable, and motivated to grow in tech & creative industries.
- Continuous learner with strong problem-solving mindset.

Education

2023 graduate

Al-Manoufia University

- Bachelor of Computer Science (Faculty of Computers & Information). Courses in English.

Information, Links

- o **Name:** Hamed Sayed Ahmed Abu Sallam
- o **Gender:** Male
- o **Nationality:** Egyptian
- o **Date of birth:** 12/23/1996.
- o **Marital status:** Single
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- o **LinkedIn:** linkedin.com/in/hamed-abu-sallam
- o **Behance:** behance.net/hamed-abu-sallam
- o **GitHub:** https://github.com/hamed-abu-sallam
- o **Credly** https://www.credly.com/users/hamed-abu-

WORK EXPERIENCE

2020 – 2022   **Technical Officer | Ascom Computer Company**
- Performed routine hardware maintenance and software installations
- Assisted customers with basic troubleshooting and IT solutions

2022 – 2023

Plaza Cars rental (UAE) Remote

- Assisted with web design and social media support for small Company.

2022   **Instructor, Mom Academy**

- Taught kids (6–14 yrs) basics of Computer Software & Hardware.

- Introduced students to programming logic in a simple, engaging way.

2024 – 2025   **Digiton Life Mix (Freelance / Personal Brand)**

- Digiton is a digital media mini brand focused on creating educational, tech, lifestyle and creative content through social platforms.
- www.youtube.com/@DigitonLifeMix

SKILLS

Technical:
- Hardware Diagnostics & Repair.
- Software Installation & Configuration Windows Client | **Server** OS Support.
- System Maintenance.

Programming Knowledge:
HTML, CSS, JS, Java (Basic), Python (Basic)

Tools:
Microsoft Office, GitHub, Familiar with CMD, Hiren's Boot for recovery, and remote support tools

Professional:
- Customer Support Communication
  Analytical Problem Solving
  Time Management
- Team Collaboration
- Ability to Learn New Technologies
  Quickly

LANGUAGES

- Arabic: Native language
- English: B1 (Reading, Writing – Improving)

COURSES

- IT Infrastructure & Network Fundamentals – Maarif Platform (2026)
  Focus: Networking basics, Hardware maintenance, and Windows
  Server administration (ADDS, Users management).
- IT Support & Fundamentals – (Cisco / Cursa) (2026)
  Covered essential help desk skills, system troubleshooting, and
  customer service.
- EF SET English Certificate – (Level B1 Intermediate)
- Generative AI & Prompt Engineering – Dubai Future Foundation
- Developing Digital Content (2025, Edraak)
- UX Design Fundamentals – MaharaTech
- Digital Content & Marketing Foundation – (Google / Edraak)

HOBBIES

Fishing -Football –Content
Creation

REFERENCES

Available upon request.

LAST BUT NOT LEAST

I'm looking for opportunities to learn more, gain real-world experience, and
be part of a creative and supportive team.
Thank you for considering my application. I hope to be part of your team.