

Hamed Abu Sallam

Help Desk Technician | Computer Support Specialist

Profile

Computer Science graduate with intermediate hands-on experience in IT support, hardware and software troubleshooting, and technical customer service. Currently continuously developing technical skills while working on real-world support tasks. Strong ability to diagnose system issues, maintain computer equipment, and provide efficient help desk services in professional environments.

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.
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Education

2023

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
o Mobile:	+201067528457
o E-MAIL:	hamedabusallam@gmail.com
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

2024 – Present **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

2022 – 2023

Plaza Cars rental (UAE) Remote

Assisted with web design and social media support for small businesses.

2022

Instructor, Mom Academy

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

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

2020 – 2021

Technical Officer, Ascom Computer Company

Handled computer hardware/software maintenance.

Supported customers with troubleshooting and IT solutions.

2019 – 2020

Medical Supplies, Al Safwa – Help Desk

Provided software & hardware support for internal systems.

SKILLS

Technical:

Hardware Diagnostics & Repair.
Software Installation & Configuration
Windows OS Support.
System Maintenance.

Programming Knowledge:

HTML, CSS (Basic), Java (Basic), Python (Basic)

Tools:

Microsoft Office, GitHub, Remote Support Tools
(Basic to Intermediate)

Professional:

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

LANGUAGES

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

- IT Customer Support Basics (2026, CISCO)
 - the EF SET Certificate B1 Intermediate
 - Generative AI, and Prompt Engineering (DUBAI FUTURE FOUNDATION)
 - IT Fundamentals (2026, Cursa)
 - Developing Digital Content (2025, Edraak)
 - UX Design Fundamentals (12/12/25, MaharaTech)
 - Google Digital Garage –Fundamentals of digital marketing (2025, Google)
 - Advertising & Marketing Diploma (2018–2019, Career. College – 6 months)
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HOBBIES

Reading – Traveling – 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.