Ibrahim Mohamed

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EDUCATION

The Pennsylvania State University– University Park, PA
Economics, Bachelor of Arts
Expected Graduation: December 2021

Minneapolis Community and Technical College
Computer Science, A.S.

EXPERIENCE

OTG, New york, NY— *Technical Support Specialist*

Aug. 2019 - Jun. 2021

- Responded quickly and efficiently to all on-site IT support issues via ticketing system to 300+ end users including managers, and supervisors
- Managed the installation and configuration of Windows computers , iOs mobile devices, and software for new end users
- Performed troubleshooting on hardware such as printers/scanners/mobile devices/computer peripherals/Windows server/Network devices

Samsung, Brooklyn/NY —Customer Care Technician

February 2018 - May 2019

- Performed troubleshooting maintenance on Samsung mobile and computing devices including hardware diagnosis, software installations, and malware removal
- Provided training to three Best Buy stores in the Brooklyn area, training 22-30 employees at each store on basic troubleshooting procedure of Samsung devices
- Acted as a point-of-contact for Best Buy employees and customers, enthusiastically answering questions and finding the right fit solution

Comcast, Minneapolis/MN — *Loyalty Customer Representative*

July 2015 - December 2017

- Interacted with customers via phone and email to assist with customer issues and sell new Xfinity products
- Achieved excellent customer service by addressing customer concerns in a timely manner, taking 45-60 daily calls
- Consistently performed in the top 10% of call center performance metrics including customer satisfaction feedback

Networking

- *TCP/IP, IPv4 and IPv6*
- *DHCP, DNS, Firewire, VPN, NAT*
- *LAN/WAN/PAN (all copper 802.11 and 802.3)*
- *Routers and printers*
- *Secure WEPx, WPAx, and SSID*
- *Workgroups and Remote Desktop assistance*
- *Cabling and patch panels*

Software

- *Windows XP/7/8/8.1/10, Vista, XP; Server 2008/2012; Mac OS X; Server, MS Office 2003/2007/2010/2016*
- *Windows Firewire, Windows Administrative tools*
- *Linux*
- *Remote Desktop and Help Desk Management software*
- *Virtualization, VMWare Norton Ghost*
- *Various Antivirus Suite*

Hardware

- *Desktops, Laptops, Mobile devices*
- *Printers, Scanners,*
- *Format and Partition EIDE*
- *SATA, SCSI, SSD*

Certifications

- CompTIA A+
- Network+
- Google IT Support