

Ibrahim Hussein

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Summary

A high caliber IT field support engineer with a can-do attitude. Professional with excellent technical and communication skills and a gist to achieve results. Highly adept in systems analysis, diagnostics, and troubleshooting and conflict resolution.

A truly experienced person in handling networking concerns, implementing new software, installing new hardware, and addressing user concerns. Works well in team environments and displays strong work ethic.

Professional Experience

Dec 2019 **Internet Support Specialist over Phone - Vodafone Egypt**

- July 2020
- Serving as the first point of contact for customers seeking technical assistance over the phone
 - Performing remote troubleshooting through diagnostic techniques and pertinent questions
 - Direct unresolved issues to the next level of support personnel
 - Provide accurate information on DSL service
 - Record events and problems and their resolution in logs
 - Follow-up and update customer status and information

Feb 2019 **Technical Support Specialist - Telecom Egypt**

- Dec 2019
- Diagnose and troubleshoot software and hardware problems
 - Help customers install applications and programs
 - Configuring operating systems and using remote desktop connections to provide immediate support
 - Installation and configuration for VPN clients according to the customer's policies and procedures
 - Ensuring security and upgrades are applied to desktops and laptops and kept up to date
 - Diagnose and troubleshoot technical issues, including account setup and network configuration
 - Following up with clients to ensure the problem is resolved
 - Managing multiple cases at one time and Testing and evaluating new technology

Skills and Competencies

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|-----------------|--|--|
| (Technical) | <ul style="list-style-type: none">• System Administration• Technical Analysis• Computer Networking• Troubleshooting• In-depth knowledge of hardware and software | <ul style="list-style-type: none">• Operating Systems• Application Support• Incident Management• Mobile Devices |
| (Interpersonal) | <ul style="list-style-type: none">• Enthusiasm for continual learning• Time Management• Strong customer service ethos | <ul style="list-style-type: none">• Organizational Skills• Goal-oriented |
| (Language) | <ul style="list-style-type: none">• English | <ul style="list-style-type: none">• Arabic |

Education

- 2012 - 2016 **BSc Computer Science** - Misr Higher Institute for Engineering and Technology - Mansoura, Egypt
- Programming Languages • Operating Systems • Computer Engineering
 - Software Engineering • Computer Networks • Data Structures
 - Computer Security • Computer Architecture • Engineering Mathematics
 - Thesis: Implementation of Embedded Systems for Smart and Automated Restaurant Control
 - Advisor: Prof. Dr. Lobna Abo Almagd

Professional Certifications

- 2018 Workforce Passport Scholarship: Comprehensive English, business etiquette, and soft skills training at Berlitz Egypt
- 2015 Cisco Certified Network Associate Training

Update: 26 May 2021