

# IBRAHIM HUSSEIN

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## Summary

A high caliber IT field support engineer with a very 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.

## Skills

- Computer Networking
- Incident Management
- Technical Analysis
- Application Support
- Troubleshooting
- Mobile Devices
- In-depth knowledge of hardware and software
- Strong customer service ethos
- Excellent organizational skills
- Patience
- Enthusiasm for continual learning

## Professional Certificates

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

## Work Experience



### Technical Support Specialist over Phone

Vodafone Egypt  
Dec 2019 – Apr 2021

- 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.



### Technical Support Specialist

Telecom Egypt  
Mar 2018 – 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.

## Education

**BSc degree - MISR Higher Institute for Engineering & Technology.**  
Computer Science  
2013- 2016

## Personal Details

Date of Birth: 11 July 1994  
Nationality: Egyptian  
Marital Status: Single  
Visa Status: Visit Visa  
Notice Period: I'm in an active job search and would be ready to start immediately