

Ibrahim Nasr Ibrahim Gunidy

IT Support Engineer

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Professional Experience

- Kick platform Work IT Help Desk Nov / 2022 until aug. /2023
- 3M store Data Entry June / 2021 until Oct. /2022

Education

- Bachelor's degree computer science and information technology from The Egyptian E-Learning University
 - Major : IT
 - Graduation year:2024
 - GPA :3.4

Courses

- ICDL certification
- Computer Network CCNA+MCSA
- Microsoft office (Excel,word,power point)
- Operating System Microsoft Windows (client and server)
- Cisco certified Network CCNA Routing and switching 301-200

Training and certification

- Online banking training from banque masr
- Social sucess at work from Linekdin
- Enterprenuership from EELU-TICO
- Social sucess at work from Linekdin
- Get ready for generative AI from linkedin
- LeadershipdevelopmentprogrammefromLeadership development institute
- Take a more creative approach to problem solving from linkedin
- How to be HR from SHRM
- Entrepreneurship from Eyouth
- Data Analytics from linkedin

Technical Skills:

- Installing operating system(Win XP & 11 & 10 & 8 & 7- Win
- Server 2012 R2 - win server 2016 R2- Win Server 2022), hardware troubleshooting and maintenance
- Troubleshooting hardware, software and network equipment.
- Troubleshooting printers/cartridge /scanners/ copiers/projectors
- Solving daily problem for all users like printer sharing email troubleshoot.
- Connect and set up hardware.
- Load all required software
- Installing/configuring new computers, software and applications, projectors, printers, wireless access points, and other equipment's as needed.