

## **Khaled Saad**

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### **Profile Summary**

IT Specialist with 8 years of experience focused primarily on technical support and mid-level system administration. Skilled in implementing IT solutions but with limited exposure to strategic digital transformation and senior leadership responsibilities.

### **Professional Experience**

#### **IT Systems Administrator**

Smart Networks, Cairo, Egypt | 2017 – Present

- Maintained and upgraded IT systems for a mid-sized firm, ensuring smooth day-to-day operations.
- Assisted in small-scale projects involving software upgrades and hardware implementations.

#### **Technical Support Engineer**

NextGen Solutions, Cairo, Egypt | 2015 – 2017

- Provided technical support and troubleshooting for end-users.
- Participated in the rollout of an internal cloud solution with oversight from senior managers.

### **Education**

- **B.Sc. in Information Technology** – Helwan University, 2014

### **Key Technical Skills**

- Windows/Linux Administration
- Network Troubleshooting
- Basic Cloud Application Support

*Note: Although technically proficient, Khaled's experience is primarily operational rather than strategic and does not meet the 15-year leadership threshold required for the role.*