**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.*