

Mohamed Mabrouk

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About Me

An experienced IT specialist with a solid background in managing operating systems, networks, and hardware maintenance. Skilled in problem-solving, system management, and customer support. I aspire to join a dynamic team where I can leverage my technical expertise to contribute to organizational goals and advance my career.

Education

Bachelor of Law

Sadat University (2016 – 2020)

Overall Grade: Good

Core Technical Skills

- Operating Systems: Windows Server (2016/2019) installation and management, Windows troubleshooting.
- Networking: MikroTik setup, ISSABEL Call Center configuration, and internal network maintenance.
- Technical Security: Installation and management of surveillance cameras and fingerprint devices.
- Hardware Maintenance: Diagnosing and fixing computer hardware issues.
- Software Tools: Microsoft Office Suite (Word, Excel, PowerPoint), Adobe Photoshop.
- System Administration: Remote management of devices, meeting organization, and data security.

Professional Experience

IT Specialist

Pyramakerz Technology
September 2024 - Present

Key Responsibilities:

- **IT Infrastructure Management:** Design and maintain the company's internal networks, ensuring continuous operation with maximum efficiency and security.
- **Technical Support:** Provide daily technical support to employees, troubleshooting and resolving issues related to hardware and software to ensure smooth workflow.
- **System and Software Management:** Install, update, and manage software and technical tools used within the company, ensuring compatibility with business needs.
- **Cybersecurity:** Implement security measures to protect data and systems from digital threats, ensuring best practices are followed for network and system security.
- **Database Management:** Maintain the integrity and security of company databases, ensuring fast and secure access when needed.
- **System Analysis and Development:** Conduct regular evaluations of the company's technical systems and provide innovative solutions for improving performance and operational efficiency.
- **Training and Support:** Train employees on new technological systems and provide guidance and support to ensure optimal use of available tech resources.

IT Specialist

PC World – (2015 – 9/2024)

Key Responsibilities:

- Diagnose and resolve hardware and software issues for customers.
- Provide support for operating systems (Windows, macOS, Linux) and network issues (LAN, Wi-Fi, VPN).
- Set up and maintain computers, printers, and peripherals.
- Update software, apply security patches, and monitor network performance.
- Recommend IT products, accessories, and upgrades.
- Handle customer complaints, returns, and warranty claims professionally.
- Generate reports on system performance and IT activities.
- Communicate technical solutions clearly and effectively to customers.

Key Skills:

- Proficient in hardware troubleshooting and repairs.
- Familiar with cybersecurity practices.
- Strong problem-solving and communication skills in English.
- Ability to manage multiple tasks and prioritize effectively.

IT Specialist

El-Dabah Company – (2022 – Present)

- Installing and managing Windows systems and troubleshooting registry issues.
- Configuring and maintaining ISSABEL communication systems.
- Resolving network and security-related challenges.
- Managing surveillance cameras and fingerprint devices.

IT Help Desk (Freelancer)

El-Ryada Egyptian Company – (2021 – 2024)

- Installing and troubleshooting graphical software and computer systems.
- Managing remote devices to ensure system stability.
- Securing company data and organizing official meetings.

Certifications and Training

- CCNA – Cisco Certified Network Associate
- HCSA – Huawei Certified Specialist
- Computer Maintenance Course
- ICDL V5 – Windows 7 & Office 2010
- Advanced Digital Marketing Certificate
- Payroll Accounting Certificate
- HR Diploma – In Progress

Personal Skills

- Analytical thinking and problem-solving.
- Efficient time management and ability to work under pressure.
- Strong leadership and teamwork skills.
- Eagerness to learn and adapt to new challenges.

Languages

- Arabic: C2 – Fluent
- English: B2 – Upper Intermediate