

Abdelrahman Awais Shaban - CV

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CAREER OBJECTIVE

Looking for a position as a IT Help Desk . Bringing a Bachelor's Degree in Computer Science and 6 years of help desk experience to provide technical support to clients/users facing Windows, internet, and hardware and software problems , installing hardware and software modules, setting up accounts in Active Directory to troubleshoot a broad variety of hardware and software issues.

PERSONAL INFORMATION

Full Name: Abdelrahman Awais Shaban AbdelHamid

Gender: Male

Date of Birth: September 15, 1997

Military Service: Postponed

Marital Status: Married

Occupation: Fresh Graduate

EDUCATIONAL BACKGROUND

AHRAM CANADIAN UNIVERSITY (ACU) 2015-2019
Bachelor's Degree of Computer Science in Computer Networks (GPA Very Good 3.26 / 4)

EXPERIENCE

Technical Support Agent March 2021 – Current
At WE [Telecom Egypt]

- Call center agent to solve the technical queries of “WE” Customers over the phone.

Customer Service Agent January 2020 – July 2020
At Orange

- Gave customers the correct advice.
- Assisted in training new members of staff.
- Maintained a friendly manner and calm, positive demeanour when handling complaints.

INTERNSHIPS AND TRAININGS

MCSE: Private and Public Cloud Computing

January 2021 – February 2021

At National Telecommunication Institute (NTI)

- 20745: Implementing a Software-Defined Datacenter.
- 20703-1A: Administering System Center Configuration Manager.
- AZ-104: Microsoft Azure Administrator.

MCSA: Windows Server 2016

December 2020 – January 2021

At National Telecommunication Institute (NTI)

- 20740: Installation, Storage, and Compute with Windows Server 2016.
- 20741: Networking with Windows Server 2016.
- 20742: Identity with Windows Server 2016.

Android Developer Track

April 2018

At UDACITY (One Million Arab Coders Initiative)

TECHNICAL SKILLS

Networking: CCNA Routing and Switching , MCSA , MCSE

Programming Languages : Python, C/C++, SQL , JavaScript , HTML/CSS

Developer Tools: Jupyter Notebooks, NetBeans , Adobe Photoshop CC 2018, Android Studio, Notepad++ , Visual Studio Code .

Networking Simulation Tools: Cisco Packet Tracer , VMware .

KEY SKILLS COMPETENCIES

- Responds to, resolves or escalates trouble calls/support requests via telephone, email, Service Desk Ticketing System, or Web.
- Provides technical support and troubleshooting to users.
- Strong computer skills including proficiency in MS Office (Word, Excel, PowerPoint).
- Conflict resolution skills.
- Identifying, researching and troubleshooting IT issues.
- Good Ability to handle high pressure situations.
- Excellent computer troubleshooting skills with the ability to effectively diagnose, research and implement solutions to IT problems.
- Experience in Active Directory administration (creating/disabling accounts, etc.).
- Familiar with network troubleshooting including diagnosing end user connection issues, adding printers, etc.

LANGUAGES

English : Good in speaking and very good in reading and writing.

REFERENCES

Mina Anis

Team Leader , CC Call Center , Customer Care, Orange company

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