

Mohamed Charfeddine

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Sfax, Tunisia

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Birth date: Jan 06 1996

PROFESSIONAL SUMMARY

Certified Computer Repair Technician successful at developing unique troubleshooting techniques, executing high-quality repairs, and providing sound installation services to customers, knowledgeable professional offering technical and practical guidance on how to prevent future problems and prolong product longevity.

WORK EXPERIENCE

Computer Repair Technician

Aug 2017 - Sep 2019

KIB • Sfax

- Accept customer desktop and laptop systems in-store for repairs.
- Troubleshoot systems and work with customers to determine needed hardware or software changes.
- Break down systems, remove malfunctioning hardware, and install new parts.
- Check system software and data integrity.
- Perform all repairs with utmost concern for customer privacy.
- Resolve selected issues with smart phones and tablets.

Computer Repair Technician

Apr 2017 - Jul 2017

Freelance • Sfax, Tunisia

- Provided computer repair services to small business and private customers.
- Diagnosed software and hardware issues, installed updates or new softwares, and removed malicious programs.
- Consulted with customers regarding technological needs as well as technical problems.
- Disassembled systems on-site to diagnose issues and make selected repairs.
- Took systems off-site as needed for major repairs/rebuilds.
- Creating custom android apps for private customers.

EDUCATION

IT Technician CIVP

April 2017 - May 2017

Universal Training Academy • Sfax

Technical Support Fundamentals

April 2022 - June 2022

Google • Coursera

SKILLS

- Troubleshooting
- Hardware configuration
- Software installation
- Inventory management
- System disassembly
- Valid Driver's license
- Organized
- Work well in team

VOLUNTEER WORK

youth ambassador

Ministry of Youth and Sports • Sfax

Apr 2016 - May 2016

Certificate of participation in the regional training course for young people within the national program "Youth Ambassadors for the Nation"

Internal Radio Reporter

Ministry of Youth and Sports Affairs • Sfax, Tunisia

Mar 2020 - Mar 2020

This certificate was awarded in appreciation of the efforts exerted and the outstanding contribution to the success of the activities of the revitalization project "We run and benefit, the dream of our Gulf grows and increases"

photography technician

Saltnia Youth House • Sfax, Tunisia

May 2016 - May 2016

A certificate was awarded in appreciation of the participation in the success of the revitalization project "Heritage Days in Saltnia".

CERTIFICATS

EFSET English Certificate 66/100 (C1 Advanced)

EF Standard English Test (EF SET)

Mar 2022

Computer & Electronic Maintenance Training Certificate

Universal Training Academy - UTA • Sfax, Tunisia

May 2017

Technical Support Fundamentals

Google - Coursera

June 2022

The Bits and Bytes of Computer Networking

Google - Coursera

June 2022