

# Mohamed Ragab EL-Nemr

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Helpdesk, System administration, configure windows servers, windows (7,10,11), configure polices for windows and servers, join domain and create user accounts, technical support, solve problems.

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## Professional Summary

Dedicated and detail-oriented Computer Science and Artificial Intelligence graduate with hands-on experience in technical support, internet services, and system administration. Skilled in diagnosing and resolving software, hardware, and network issues, managing user accounts, operating systems, and application deployments, and ensuring smooth technical operations. Proficient in programming frameworks and tools for developing and maintaining efficient software systems. Strong background in network troubleshooting, and performance optimization, with a focus on reliability, security, and continuous improvement.

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## Core Technical Skills

- **Flutter & Dart**
- **Operating Systems:** Microsoft Windows (installation, configuration, and maintenance)
- **System Administration:** Install and configure Windows servers; manage domains and create user accounts
- **Hardware Support:** Printers, scanners, and peripheral device setup and troubleshooting
- **Server Administration:** Proficient in managing and maintaining server environments
- **Technical Troubleshooting:** PC hardware/software diagnostics, performance optimization, and system upgrades
- **Network Support:** LAN/WAN networks, TCP/IP protocols, and CCTV system troubleshooting
- **Software & Hardware Management:** Support for end users' software and hardware systems
- **Project Support:** Managed workstation users and system configurations for graduation projects
- **Teamwork & Individual Work:** Ability to manage multiple tasks efficiently and perform under pressure

- **Communication:** Strong interpersonal skills with the ability to assist and train users at all levels
  - **Languages:** Arabic (Native Proficiency), English (Fluent)
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## Experience & Activities

### IT Lab Engineer – Egypt-Japan University of Science and Technology (E-JUST)

*February 2025 – Present*

- Manage and maintain **PCs and workstations** across multiple university labs.
- Install, configure, and update **software and hardware** used in teaching and research.
- Troubleshoot **technical issues** for students, teaching assistants, and faculty members.
- Administer **user accounts and applications** used in graduation projects.
- Oversee **small-scale networks** including switches, servers, and lab connectivity.
- Manage and secure the **Cybersecurity Lab**, including servers, switches, and client PCs used for simulations and exercises.

### Retail Sales – Orange Company

*August 2024 – February 2025*

- Promoted and sold **Orange products and services**, including mobile lines, DSL connections, and internet packages.
- Guided customers in selecting suitable plans and resolving billing or product-related issues.
- Achieved monthly sales targets through effective communication and technical product knowledge.

### Technical Support – Xceed Company (WE Account)

*September 2023 – February 2024*

- Provided **technical support** to ADSL and landline users, resolving connectivity and configuration problems.
- Diagnosed and corrected **routing and technical errors** during live calls.
- Assisted users with modem/router troubleshooting to restore service functionality.
- Maintained accurate call logs and contributed to high customer satisfaction scores.

### Human Resources Member – MSP Helwan University

*2019 – 2020*

- Organized **technical and soft-skill sessions** for university students.
  - Supported **team management and recruitment** for campus programs.
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## Education

- **Bachelor of Computer Science and Artificial Intelligence – Information Systems Department**  
**Helwan University**, Cairo, Egypt  
*Sep 2019 – Jul 2023 | GPA 2.78 / 4.00*
  - **Graduation Project:** Mobile & Web Application for Attendance via QR Code Technology  
– *Grade A+ (94–100%)*
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## Certificates

- **Human Resource (MSP)** – [Google Drive Link](#)
  - **Network Security (Cisco, Coursera)** – [Certificate Link](#)
  - **Introduction to Computers, Operating Systems & Security (Microsoft, Coursera)** – [Certificate Link](#)
  - **Introduction to Cyber Attacks (NYU, Coursera)** – [Certificate Link](#)
  - **Foundations of Cyber Security (Google, Coursera)** – [Certificate Link](#)
  - **IT Help Desk for Beginners** – [LinkedIn Learning Certificate](#)
  - **PowerShell Automation and Scripting** – [LinkedIn Learning Certificate](#)
  - **Computer Network Fundamentals** – [Certificate](#)
  - **Implementation of Computer Network Fundamentals** – [Certificate](#)
  - **Introduction to Network Security** – [Certificate](#)
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## Additional Information

- Interested in **Software Development, Cybersecurity, and Web Technologies**.
- Highly motivated to **learn new tools, frameworks, and technologies** to adapt quickly and deliver quality results.
- Committed to **continuous self-improvement** and contributing effectively to organizational growth and success.
- Seeking a professional environment that promotes **innovation, collaboration, and skill development**.
- Available to join **after the required notice period**.