

MOHAMED IBRAHIM

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Motivated and dedicated individual with a strong passion for technology and a desire to pursue a career in IT administration. Seeking an entry-level position to leverage my technical skills, problem-solving abilities, and eagerness to learn in a professional environment.

- Proficient in Windows and Linux operating systems
- Basic understanding of network protocols and troubleshooting
- Knowledge of IT infrastructure components, including servers, routers, and switches
- Familiarity with virtualization technologies such as VMware and VirtualBox
- Strong problem-solving and analytical skills
- Excellent communication and interpersonal skills
- Detail-oriented with a commitment to accuracy
- Ability to work independently and as part of a team
- Continuous learner with a growth mindset

Projects:

- Developed a personal website using HTML, CSS, and JavaScript to showcase technical skills and personal projects.
- Configured a virtual lab environment to practice setting up and managing Active Directory, DNS, and DHCP services.
- Created a local network using virtual machines to simulate real-world IT scenarios and troubleshoot issues.

Work Experience

Amazon

Amazon

October 2023 to Present

- Demonstrated strong organizational and time management skills by efficiently managing delivery routes and ensuring timely deliveries to customers.
- Utilized technology systems and applications to track packages, update delivery status, and maintain accurate records, showcasing proficiency in using digital tools and applications.
- Adapted to new technologies and processes implemented by Amazon, demonstrating a willingness to learn and embrace technological advancements.
- Collaborated with cross-functional teams, including warehouse staff and customer service representatives, to ensure seamless coordination and delivery operations.
- Developed a customer-centric mindset and a focus on providing exceptional service, which can be transferred to providing technical support and assistance to end-users in an IT environment.
- Exhibited effective communication skills by interacting with customers, team members, and supervisors, providing updates, addressing inquiries, and maintaining professional relationships.

Education

High school diploma

Skills

- IT Infrastructure Management
- IT Security
- Network Administration
- System Administration
- IT Project Management
- IT Documentation and Reporting
- IT Policy and Compliance
- Backup and Disaster Recovery
- Active Directory Management
- Troubleshooting and Problem Solving
- HTML