MOSTAFA SALEH

IT HELP DESK

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Date of birth: 30th July 1999 | Military status: Completed.

OBJECTIVE

I'm an enthusiastic, self-motivated, reliable, responsible and hardworking fresh graduate that works well under pressure and adhere to strict deadlines. Seeking a role where I can use my skills in configuring and troubleshooting networks, designing network architectures, and providing technical support and my passion about network and cloud engineering and to plan, manage and execute complex projects in a team environment while advancing my expertise.

EXPERIENCE

IT Help Desk Specialist

Ministry of Interior, Security Directorate | Kafrelsheikh, Egypt.   Jan 2024 – Feb 2025 · 1 yr. 2 mos.

- Held the position of Head Soldier of the CCTV and Security Office at the Administration of Security Forces during my obligatory military service, where I managed maintenance, surveillance, security operations, and video editing of events and conferences.
- Achieved with my team 30% fewer CCTV malfunctions and 50% better quality videos.
- Promoted later to the role of IT Help Desk for the Office of the Security Manager of Kafrelsheikh Governorate, providing technical support, ensuring seamless IT operations, and swiftly resolving over 5 IT issues daily.

Trainee

AIOT | Kafrelsheikh, Egypt.   Jul 2022 – Sep 2022 · 2 mos.

- Collaborated with a team to develop and train a dataset of a deep learning model (YOLOv7), which utilizes computer vision, deep learning, infrared rays, and visible light to identify and detect pathological phenomena of poultry in real-time using convolutional neural networks algorithm.
- Conducted extensive data entry and management of training datasets, ensuring data accuracy and integrity.

Trainee

Telecom Egypt (WE) | Alexandria, Egypt.   Jul 2021 – Sep 2021 · 2 mos.

- Learned about the structure and connection of optical fiber cables, underground installation, and fusion splicing techniques. Gained hands-on experience with FTTH networks and Telecom Egypt's traffic devices, including PCM, WDH, SDH, and WDM.

SKILLS

Networking:

- CCNA
- CCNP ENCOR
- Windows Server
- VMware
- Hyper-V
- Routing and switching
- TCP/IP
- OSI
- Active Directory
- IPv4, IPv6
- STP, RSTP
- VLAN
- DHCP
- DNS
- EtherChannel
- VTP
- Static Routing
- RIP
- OSPF
- EIGRP
- WSUS
- iSCSI SAN
- VPN

Programming:

- JavaScript
- Python
- Git, GitHub
- PowerShell
- Bash scripting
- C, C++, C#
- Structured Query Language (SQL)
- HTML
- CSS
- React
- Redux
- Tailwind CSS
- i18next
- Sass

Operating Systems:

- Linux (GUI - CLI)
- Windows (Server, Personal)
- Unix (FreeBSD)

Languages:

- English [Fluent written and spoken]
- Arabic [Native speaker]

Interpersonal Skills:

- Problem-solving
- Working under pressure
- Teamwork
- Communication
- Troubleshooting
- Fast typing (66 WPM)
- Leadership
- Adaptability

COURSES

- CCNA 200-301 *(81 hrs.) (SNL Remote Course).*
- CCNP ENCOR 350-401 *(63 hrs.) (SNL Remote Course).*
- Windows Server 2019 Administration *(22 hrs.) (Udemy).*
- Fundamentals of Operating Systems *(Self-Study).*
- Technical Support Fundamentals *(23hrs.) (Coursera).*
- Introduction to Git and GitHub *(27hrs.) (Coursera).*
- Crash Course on Python *(31hrs.) (Coursera).*
- Introduction to DevOps *(9hrs.) (Coursera).*
- Advanced React *(26hrs.) (Coursera).*
- Front End Web Development Professional Nanodegree *(Udacity Scholarship).*

PROJECTS

Graduation Project: Intelligent Mobile Robot

Higher Institute of Engineering and Technology | Kafrelsheikh, Egypt.   *Jun 2022 - Jul 2023 · 1 yrs.*

- Designed an autonomous indoor mobile robot, named IMR, with a mounted arm for picking and placing objects and assisting in warehouse tasks, using odometry and Kinect v2 for mapping. It operates autonomously via AMCL, wired and wirelessly, and supports ROS.

Detection of Pathological Phenomena of Poultry

AIOT | Kafrelsheikh, Egypt.   *Oct 2022 – Dec 2022 · 3 mos.*

- Worked on a Deep Learning YOLO-Based Model for Real-Time Automatic Detection of Broiler Pathological Phenomena through Visual and Thermal Images in Intensive Poultry Houses.

EDUCATION

Bachelor of Electrical Engineering – Computer and Control Engineering Department.

Higher Institute of Engineering and Technology Kafrelsheikh | Kafrelsheikh, Egypt.   *2018 - 2023 · 5 yrs.*

- General grade: *Good (74%).*
- Graduation project grade: Excellent.

VOLUNTEERING

Coordinator

Momenta | Higher Institute of Engineering and Technology Kafr Elsheikh, Egypt.   *Oct 2019 - Oct 2021 · 2 yrs.*

- As a member of Momenta team during my studies at the institute. I contributed to organizing events, coordinating contests and seminars for my colleagues.

Translator

Coursera Global Translator Community (GTC) | Online.   *Aug 2021 – Oct 2021 · 2 mos.*

- Contributed to translating 14,364 words on Coursera Global Translator Community (GTC) before it was deprecated.