



AMIRA GABER

IT TECHNICAL SUPPORT SPECIALIST

OBJECTIVE

Personable and knowledgeable IT support technician with over year of experience assisting customers with various hardware and software related issues. Provided in-depth technical support to clients at a Tier 2 level, solving 99.2% of issues without transferring to Tier 3 support. Seeking to provide expert technical support to enterprise organizations as the L3 tech support engineer



ADDRESS

Elsenblawin, Mansoura, Egypt.



PHONE

01060290538



EMAIL

amiragaber151@gmail.com

EXPERIENCE

Technical Support • Delta University • Mansoura, 2022– present

Created support service tickets and used web-based ticketing systems to track and deliver support services.

Installed, serviced and upgraded over 300 Windows computers.

Provided PC and mobile support to resolve client issues.

Assisted the network team in monitoring 4 network servers.

Data Entry Administrator • Ola Pharmacy • Cairo, 2021– 2022

Being the first point of contact for data-related queries

Dealing with customers and clients via email and telephone

Manual entering and verification of customer records and orders

Assisting with the investigation and rectification of system errors

Data input and manipulation in Excel spreadsheets and Access databases

Ensuring the Data Protection Act is adhered to at all times

Occasionally carrying out various administration tasks (filing, printing, etc).

EDUCATION

Mansoura University, Graduated 2017-2021

- Bachelor of Computers and Information Science, Bioinformatics Department, Mansoura University.
- Graduation project: Smart medical plane for Covid-19.

CERTIFICATIONS

- CompTIA A+ N+
- CCNA

LANGUAGES

Arabic: Native

English: B2

KEY SKILLS

- Software Troubleshooting & Problem Solving
- Phone & Email Technical Support
- Communication & Interpersonal Skills
- Creative Thinking Skills