

Omar Hamdy Ebrahim Barakat

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Professional Summary

Detail-oriented IT professional with 3+ years of experience in technical support, networking, and IT operations. Skilled in troubleshooting, system maintenance, and delivering efficient solutions. Hands-on experience with Windows and macOS troubleshooting and hardware repairs since high school, building a deep understanding of computer components and maintenance. Currently pursuing advanced cloud and infrastructure automation certifications.

Work Experience

Technical Support Engineer L1 – Jiwat Technology (Saudia Airlines Contract), Jeddah, KSA (May 2025 – Present)

- Provide Level 1 IT support for Saudia Airlines employees, handling email services and technical escalations.
- Support SBUs & non-SBUs with international/local vendors (e.g., Accenture, Wipro).
- Assist GM/VP-level users ensuring quick, accurate English communication.
- Build personal knowledge bases for efficient troubleshooting.
- Tools: SAP Portal (PR1/PR2, PL1), Microsoft 365 Admin, Active Directory, CMD, RDP, VPN.

Operations Coordinator – Saudi Arabia (5 months)

- Managed 14+ devices (laptops, VR headsets), reducing downtime by 30%.
- Coordinated equipment provisioning with British filmmakers.

Customer Service & Technical Support – TP-Link & Concentrix, Egypt (14 months)

- Delivered customer and technical support, billing assistance, and troubleshooting.

Technical Skills

Operating Systems: Advanced Windows and macOS deployment & troubleshooting (hands-on since high school), Windows Server, Linux (Ubuntu)

Hardware: Laptop/Desktop hardware repair & spare-parts replacement (diagnostics, upgrades, component-level fixes)

Networking: TCP/IP, Routing, Switching, VLANs

Scripting: Python, Bash, PowerShell

Tools: VMware, VoIP (Issabel/CentOS/AWS), Google Workspace

Remote Tools: TeamViewer, AnyDesk, TwinGate

Asset Management: Lansweeper

Typing: Touch typing (English & Arabic)

Education

- B.Sc. IT Network Security — Arab Open University (Expected Feb 2025). British-accredited degree with certification attested by the British embassy.
- B.Sc. Computer Science, Networking & Security — University Malaysia Pahang (2017–2019)

Certifications

- Cisco Certified Network Associate (CCNA)
- Microsoft Certified Solutions Associate (MCSA Core)
- Google IT Support Fundamentals
- AWS Certified Cloud Practitioner (In Progress)
- AWS Solutions Architect Associate (In Progress)
- Terraform Certified Associate (In Progress)
- Red Hat System Administrator (RHSA) (In Progress)
- Microsoft Azure Fundamentals (AZ-900) (In Progress)