Ibrahim Elsaid Elshawady

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LinkedIn

PROFESSIONAL SUMMARY

I am a motivated IT graduate seeking an entry-level IT Help Desk position. Strong hands-on experience with Windows and Linux operating systems, basic networking, and end-user technical support. Solid foundation in troubleshooting hardware, software, and network issues, with a clear career goal of progressing into System Administration and DevOps roles.

TECHNICAL SKILLS

Operating Systems

- Red Hat Enterprise Linux
- Windows Server (MCSA)

Networking

- CCNA Routing & Switching
- TCP/IP, DHCP, DNS
- VLANs, Subnetting

IT Tools & Technologies

- Active Directory (User & Group Management)
- VMware Workstation
- Oracle VirtualBox
- Remote Desktop (RDP)

CERTIFICATIONS & TRAINING

Red Hat System Administration	NTI (120 hours) Aug 2024
CCNA Routing & Switching	NTI (120 hours) Aug 2023
Soft Skills Program	NTI (20 hours) Aug 2023
Python Programming	Udemy (200 hours) Aug 2022

Projects & Labs

Windows Server & AD Lab

- Installed Windows Server and configured AD in VMware/VirtualBox
- Managed users, groups, and OU; joined Windows 10 clients to domain
- Performed Help Desk tasks: password reset, account unlock, permissions
- Applied basic Group Policies (GPOs)

Linux Admin Lab (Red Hat)

- Managed users, groups, permissions, and services
- Monitored system resources and performed troubleshooting

Networking Lab (CCNA)

- Configured IP, subnetting, VLANs
- Tested connectivity using ping and traceroute

EDUCATION

B.Sc. in Computer and Information Sciences (IT)
Mansoura University, Egypt

2025

LANGUAGES

- **Arabic:** Native
- **English:** Intermediate (B2)

PROFESSIONAL ATTRIBUTES

- Excellent Public Speaking & Communication Skills
- Strong Leadership & Team Collaboration
- Highly Self-Motivated and Quick Learner
- Emotionally Intelligent and Adaptive