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## OBJECTIVE

Joining a respectable organization that would provide me with an opportunity in the field of Information Technology to apply and develop my background, productivity, and creativity skills.

## EDUCATION

- B.Sc. in Computer Science – Helwan University (2009 Class)

### Courses included:

Structure Programming, Network Programming, System Analysis, Logical Design, Database System, Software Engineering, Multimedia & Internet.

#### Overall Grade

Good “ 69.14 % “

#### Graduation Project

VPN

#### Project Grade

Excellent

#### Graduated from

Faculty of computer and information system.

## JOB EXPERIENCE

**Micro Engineer Tech Inc.**  
IT Department

From 1/5/2013 to 1/8/2014

### JOB INCLUDE Micro Engineering Tech Inc.

- Web developer& designer (Photoshop, HTML, java script,.....)
- Hardware and Software support

**United System Company**

IT Department

From 1/8/2014 to 31/1/2018

**JOB INCLUDE United Systems .co**

Technical & System Support at **Bayer Company** from August. 14<sup>th</sup>, 2014 till end of January 2018

- Providing Support, Solving Problems internal support and remote support.
- Network, Server, Laptop and desktop troubleshooting.
- Working and supporting IT team on solving Ticket problems in Middle East.

**Eva Pharma Company**

IT Department

From 1/2/2018 till now

**JOB INCLUDE Eva Pharma .co**

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Respond to queries either in person or over the phone.
- Respond to Ticketing System messages for users seeking help.
- Guide users through problem-solving process.
- Install, modify, and repair computer hardware and software.
- Resolve problems by running diagnostic programs
- Install computer peripherals for users.
- Follow up with users to ensure issue has been resolved.
- Gain feedback from users about computer usage.
- Make a regular preventive maintenance for user's computers
- Provide all the Group users with technical support and assistance for all IT equipments and facilities in order to secure the daily business operations and activities

**LANGUAGES**

Arabic

Native Language

English

Good

**COMPUTER SKILLS**

- Excellent in dealing with Microsoft Windows 98, XP, Vista & Windows 7.
- Excellent command of Microsoft Office.
- Excellent user of Internet and Windows applications.
- Excellent in fixing PCs & targeting damages locations.
- Knowledge of Photoshop, Corel Draw, programs & Web Technologies.

**COURSES**

- Diploma in Web Design at the Institute of the Armed Forces.
- CCNA R+S.
- MCSA
- ITIL Foundation

**UNIQUE SKILLS**

- A creative, enthusiastic, and outgoing person with strong and effective Organizational and communication skills.
- Good team Member and able to use own initiative to achieve company objectives.
- Versatile and learns new tasks/skills quickly.
- Great attention to detail.
- Hard worker with good social relation.
- Ability to Work as A team Work & Work under pressure.

**TECHNICAL EXPERIENCE****Help Desk/Technical Support:**

- Identify, troubleshoot, and analyze computer related issues. Determine appropriate course of action, and conduct repairs, modifications, and upgrade internal components and peripherals as needed.
- Install and configure software applications, telnet connections, and electronic mail. Train and assist 30 internal end users in the proper use and procedures.
- Service and Maintain microcomputer systems, including inspect, clean, test, run scandisk, defragment hard drives, and update antiviral programs to maintain performance and security.
- Support acquisition, operational and disposal phases throughout Program life cycles.

**Customer Service and Support:**

- Provide customer service and support within Office, Industrial, and Military Environments, receiving and analyzing trouble reports from external users.
- Investigate and find quick resolutions to problems and issues associated with computer support and electronic technology within the high tech industry.
- Initiate, plan, track and implement modification/repair projects to ensure time critical readiness of fielded systems.
- Act as team facilitator, to coordinate meetings with project team members. Provide technical project reports and briefings to key administrative personnel.
- Read and analyze technical specifications and Operations and Maintenance procedures to research and select sources to replace obsolete components with suitable form, fit, and function substitutes to support the overhaul and operation of systems.

CV

# *Curriculum Vitae*

## PERSONAL DATA

Marital Status

Single

Nationality

Egyptian

Military Status

Completed

Date of Birth

June 19<sup>th</sup>, 1988

Driving license

No

## INTERESTS & HOBBIES

Football, Swimming, Riding Horses, Listening to music, Photography & Traveling.

Any References are furnished upon request