ABDULLAH MUSA

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⊕ Objective

I always aspire to be a part of a professional system working towards achieving ambition objectives based on changing the society for the best and achieve the goals of its owners and workers simultaneously, support research and help creativity and raise the level of its employees, and believes that this is the way to leadership and high competitiveness in the field. With 4 years experience of work in the job as IT help desk, I'm highly motivated and thirst to gain more experience in this field , which I try to develop myself by continuing to take knowledge, in addition to my studies in the field of computer science I studied the CCNA and MCSA as a self study and took after the special courses of the oracle databases for my faith of continuous development.

👤 Personal Details

- Marital Status   : Single
- Nationality   : Egyptian
- Residency/Visa Status : Long Visit

🚀 Skills

- Windows server (DC)
- Computer maintenance
- Mobile maintenance
- Computer networking
- PBX Systems
- SQL server
- Oracle DBA
- MS office
- Technical adaptability
- Strong analytical and problem solving skills
- Excellent communication and client interaction skills
- Planning and developing ideas
- Decision making
- CCNA Knowledge
- MCSA knowledge
- Configure Cisco routers and switchs
- VM apps :VirtualBox, Vmware Workstation, Parallels, VMware Fusion, Hyper-V and Sandbox

💼 Experience

Teleperformance

Jan - 2018 - Jun - 2019

Technical Support Specialist (Du account)

Primary responsibilities :

- Responsible for solving all problems of fixed services (Broadband, landline and IPTV)

- Provide technical assistance and support for incoming queries and issues related to computer systems and software.

- Train computer users.

- Respond to email messages for Managers seeking help

- Walk agents and Managers through problem-solving process.

- Install, modify, and repair computer hardware and software

- Run diagnosic programs to resolve problems

- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.

- Installing, configuring and supporting network equipment including routers, proxy servers, switches, WAN accelerators, DNS and DHCP.

- Manage Windows Server OS (Domain Controller)

El Tanweer Center

Jul - 2016 - Nov - 2017

IT Instructor

- Responsible for repairing and configuring all computers inside the center.
- Lecturer of the computer maintenance course for beginners
- Lecturer for International Computer Driving License (ICDL)

Egyptian Army

Sep - 2013 - Jun - 2016

IT Officer / IT System Admin

Job Summary

Responsible for providing technical assistance and support related to computer systems, hardware, or software. Responds to queries, runs diagnostic programs, isolates problem, and determines and implements solution.

Primary responsibilities:

- 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.
- Write training manuals.
- Train computer users.
- Maintain daily performance of computer systems.
- Respond to email messages for leaders seeking help
- Ask questions to determine nature of problem
- Walk soldiers and leaders through problem-solving process.
- Install, modify, and repair computer hardware and software.
- Clean up computers.
- Run diagnostic programs to resolve problems.
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
- Install computer peripherals for users.
- Follow up with leaders to ensure issue has been resolved.
- Gain feedback from leaders and soldiers about computer usage.
- Run reports to determine malfunctions that continue to occur.
- Establish the networking environment by designing system configuration, directing system installation and defining, documenting and enforcing system standards
- Installing, configuring and supporting network equipment including routers, proxy servers, switches, WAN accelerators, DNS and DHCP
- Updating network equipment to the latest firmware releases
- Leadership Windows Server OS.
- The responsibility of audio and visual editing (montage) of the Morale Affairs branch.
- Preparation presentation of military conferences.

Education

Emak international academy

2017

Oracle Database Administration

Institute of Armed Forces Information Systems

2016

Oracle SQL / PL SQL

Faculty of computers and informatics / Suez canal University

2013

Computer Science / Bachelor

British Language Computer Institute (BLI)

2010

HR (Human resources)

Language

Arabic

English

Reference

Mostafa khalifa - - "Teleperformance"

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