Monier Ashraf

IT Technical support

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As an IT Technical Support specialist, I am adept at maintaining all base computers, ensuring seamless functionality across the board. My expertise extends to setting up Windows and essential programs, managing networks using Windows Server, DNS/DHCP, and skillfully handling VMware. I take pride in my ability to create and manage Active Directory accounts and execute reliable backup protocols.

My strong networking knowledge is complemented by a technical proficiency that allows me to configure, troubleshoot, and maintain network devices and infrastructure with precision. My problem-solving acumen and meticulous attention to detail empower me to resolve network issues effectively and maintain comprehensive documentation.

In addition to my technical capabilities, I am a highly skilled Office Administrator with a proven track record in administrative work and office support. My strong communication skills are instrumental in fostering excellent relationships with staff members and employees. I am committed to creating office environments that promote optimal workflow and success, and I excel in supporting office stability and growth.

I am not only technically proficient but also highly adaptable, with a keen interest in embracing and mastering new technologies. My combined skills in IT and office administration make me a valuable asset to any organization looking to enhance its operational efficiency and technological edge.

WORK EXPERIENCE

GAMA Construction • Cairo • 02/2024 - 07/2024

Completed a comprehensive six-month training program at Gama Gama Company, specializing in IT Technical Support Engineering. Troubleshot technical issues and provided on-site technical support Installed, configured, and optimized operating systems, applications, and hardware to ensure peak performance Implemented user accounts, permissions, and access controls to ensure system security Installed and configured virtualization solutions to improve server utilization and reduce costs

IT Technical support • Internship

- Courses : CCNA MCSA COPTIA A+

SKILLS

- Active directory
- communication skills
- computer networking
- Computer skills
- Hardware Troubleshooting
- Microsoft Office
- Virtualization
- VMware/Hyper-V
- Windows Administration
- Windows OS Installation
- Windows OS Troubleshooting
- Windows Service
- work under pressure
- networking

EDUCATION

Bachelor's in Management information system

thebes academy
Cairo
GPA: 2
09/2023 - 05/2024

• Bachelor of Technology with a strong emphasis on Information Technology, achieving a commendable C grade.