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🌐 Nationality : Egyptian

Mohamed Fathi Abd Elshaheed

Information Technology specialist

Fiber Optic network installation and maintenance technician

Logical, solution-focused IT professional with 18+ years of remarkable experience in providing comprehensive technical support to clients and companies. Adept at leveraging superior analytical thinking skills to prioritize tasks, identify technical issues, and provide timely resolutions.

EXPERIENCE

Ministry of Communications and Information Technology 2021

I joined the intensive training program for technical personnel on establishing and maintaining fiber optic networks in 2021

Through a cooperation protocol between:

- Ministry of Communications and Information Technology (MCIT)
- National Telecommunications Regulatory Authority (NTRA)
- Information Technology Industry Development Authority (ITIDA)
- National Telecommunications Institute (NTI)

The training was conducted on dealing with fiber optic networks and included practical training on:

- Splicing and Termination methods.
- Design and connect internal networks and LAN & Data Centers.
- Designing and delivering fire networks to homes (FTTH Installations).
- Fiber tests and preparing reports Fiber Network Testing.

ALFERDOUS Organization Jan 2020 till now

IT Supervisor

- Supervise and lead a team of IT specialists responsible for technical support.
- identify and appraise emerging technologies, hardware, and software to provide strategic recommendations for continuous improvements.

ELFAGR Co. March 2014 To august 2019

IT Specialist

- Oversaw more than 100 computers of the company by monitoring, configuring, and maintaining all hardware and software systems.
- Developed and implemented innovated connectivity network configurations which remarkably boosted the overall network .
- installation of over 100 desktop computers during the company-wide upgrade
- Monitored and evaluated the IT systems to ensure efficiency as well as the safety and security of all data storage.

IT Support Specialist

- setup and installation of equipment to include PCs/laptops, printers, network devices, firewalls, backup systems, desk phones.
- Creating user accounts and performing access control.
- technical support remote users to troubleshoot any reported issues.
- Monitoring computer systems and networks for viruses, malfunctions, and errors to ensure data integrity.

Egypt Network Co. May 2005 To Dec 2012

Customer Care Executive

- Giving Training- Organize Shift Schedules Arrange Meetings Appointments.

Customer Care Representative

- Answering Customers inbound calls- Solving problems-Follow up by Phone Calls, E-mails, Walk in- Confirms Resolutions- Status Reporting.

Technical Support Executive

- Supervise installations and Handling related Inquiry with Telecom Egypt- Handel Fiber Optic Issues- Support Customers Indoor- Manage Equipments

Central Office Technician

- Installing Points of Presence- Cables Formatting-link-Install, Maintain and Troubleshooting (ADSL) Connections Wi-Fi Connection.

ACADEMIC QUALIFICATIONS

Certificate in commercial

- Commercial Technical Institute, 5-year system
- Applications in the areas of advertising, marketing and public Relations service.

CERTIFICATIONS

- P.C Service Certification.
- Fiber optic network installation and maintenance.
- Microsoft Certified Trainer
- Proficiency Certificate
- License to practice the profession.

PERSONAL SKILLS

- Native language Arabic Good English.
- Presentation & Researching Skills.
- Customer satisfaction skills solving problems.
- Hardworking, Able to work under pressure.