

Mohamed Gamal Mohamed Elgzar

IT engineer Contact

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Languages

Arabic
English

Summary

Diversely skilled Technical Engineer with 2 years helping businesses maintain smooth operations and optimal workflow. Driven to enhance functionality through careful and economical application of technical enhancements. Talented at deriving maximum value from existing assets as well as knowing when cost-effective upgrades reach peak return on investment (ROI). Focused IT Engineer dedicated to staying apprised of all new engineering tools and techniques. Committed to applying emerging technologies to streamline product development and business operations. Adheres to ascribed business and engineering goals by driving constant process innovation and iterative improvements.

Technical Profile

Microsoft Office	MATLAB
Linux	Python
C	Microsoft project
SQL	CATIA
HTML	Network security
JavaScript	PHP
Microsoft Word	Microsoft power point
Java	Artificial Intelligence
C++	Swift
Microsoft Excel	CSS

Work history

- Provided secondary training to personnel struggling with technological tools and systems.
 - Executed troubleshooting and server support in both in-person and remote situations.
 - Offered troubleshooting via voice and text chat, maintaining resolution rates of 99%.
 - Wrote instruction manuals and technical guidance for preventive maintenance of service .
 - Provided 2nd and 3rd level technical support and troubleshooting to internal and external clients.
 - Wrote and maintained custom scripts to increase system efficiency and performance time.
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Automation Engineer |automation Egypt

nasr city - October 2020 - May 2021

- Trained developers and quality assurance team members in automation programs and processes.
 - Generated process models illustrating automation engineering progress, specifications and details.
 - Tested, automated and whitelisted software to be used in secure environments.
 - Inspected and assembled components and consumable parts.
 - Troubleshoot, fixed and improved electrical controls.
 - Maintained, debugged and optimized automation programs.
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Technical Support Engineer |Vodafone EG

Damnhour - May 2020 - October 2021

- Served as primary point of contact for support relating to owned solutions and products.
 - Analyzed issues to identify troubleshooting methods needed for quick remediation.
 - Contributed to whitepapers, blogs and videos for marketing, sales and training.
 - Suggested software and hardware modifications to reduce lag time and improve overall speed.
 - Met with team personnel to share details of discovered issues and recurrent custom complaints.
 - Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.
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Education

2013\9 Bachelor of science :- management and information systems

New cairo academy – nasr city Egypt

2018\7

I graduated from the university with a good grade and got a good grade in my graduation project, which was web design

I graduated from new cairo academy with high grade and got in my project good grade .