

Ashraf Shalaby

IT HELP DISK

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Profile

I am an IT professional specializing in Technical Support, skilled in troubleshooting hardware and software issues while providing exceptional customer service. With a proactive approach to problem-solving, I am dedicated to enhancing user satisfaction and ensuring optimal system performance

Education

- **Graduate of the Higher Institute of Computers, Information and Management Technology**
- **Grade:** Very Good
- **Duration :** Sep.2020 – Jul.2024

CERTIFICATIONS

- **Cisco Certified Network Associate (CCNA)**
- **CompTIA Network +**

Courses:

- CCNA
- CompTIA Network
- Linux(self study)
- Microsoft Excel
- Visual Basic

Experience

- Five years of experience in troubleshooting computer and network issues.
- Specialized in camera installation, configuration, and maintenance.
- Delivered exceptional customer support by resolving hardware and software issues.
- Configured systems and ensured optimal performance for end-users and businesses.

Technical

- **CCNA:** Proficient in network design, configuration, and troubleshooting.
- **CompTIA Network+:** Knowledgeable in network technologies, installation, and management
- **Linux:** Familiar with Linux operating systems, including installation, configuration, and command-line usage.
- **Operating Systems:** Proficient in Windows and macOS environments, with skills in system installation and administration.
- **Network Troubleshooting:** Capable of diagnosing and resolving connectivity and performance issues.
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- **Technical Support:** Experienced in providing user support and training for hardware and software

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- Strong Presentation and Communication Skills
- Excellent Time Management and Teamwork Abilities
- Self-motivated and Adaptable to Dynamic Environments

Career Objective

Seeking to leverage my technical expertise and customer service skills in a dynamic IT Help Desk role, aiming to contribute to the efficiency and security of IT operations.