



MAHMOUD AHMED

Technical support engineer

EXPERIENCE

Elazzab Group A TO Z company
IT technical Support
Madient Nasr
2023

Work in deferent os (7,8,1,10,11)
Install and Troubleshoot all os (7,8,1,10,11)
Troubleshoot all laptop and pcs software and hardware
Test new technology
Install new printer
Install windows server and create domain ,create new user ,file share
print server, give permations ,backup server
Work in shophs firewall
Create infrastration network
Install cctv , lp cam and convegration dvr and nvr

Foster company
IT technical Support
Masr Elgdeda
2022 - 2023

Work in deferent os (7,8,1,10,11)
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ITS smart solutions.
IT helpdesk
El-haram
2021 - 2022

Iam work IT helpdesk install all os
Troubleshoot all laptop and pcs software and hardware
Backup data in server and pcs
Install all Engineering software programs
Install cctv , lp cam and convegration dvr and nvr

About Me

i like to join an innovative team
where an opportunity for learning
and scope of development exists
am willing to increase my
managerial and soft skills with a
challenging position under a
professional managment i plan to
learn new things every day



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El-Qliobyia - Egypt

LANGUAGE

Mother language : Arabic
English : good

EXPERTISE

- Management Skills
- Creativity
- Working under pressure
- Self-studying
- Problem solver
- Leadership
- Good team worker

SKILLS SUMMARY

A+	90%
N+	90%
CCNA R&S	95%
MCSA	85%

Education Experience

2017 - 2021

Making desktop application in hospital using c++, my sql and GUI.

Making desktop application in mobile shop using c#, my sql and GUI.

Making mobile app for library using java Making mobile App and website for governmental service with the national id using cloud database(DB).

CCNA Routing and switching introduction to Network.

CCNA Routing and switching: Routing and switching Essentials.

EDUCATION

Banha University

Faculty of Computers and Artificial intelligence

BFCAl, Banha University 2021.

2017 - 2021