**First Name of Application CV No 1640082**

Whatsapp Mobile: +971504753686



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**Personal Information**

Nationality : Egyptian.

Date of Birth : 20th Aug,1992

Religion : Muslim.

Military Status : Exempted

**Objective**

To utilize my potential in contributing to the success of a dynamic & growth-oriented organization that offers opportunities to the professional maturity as well as personal satisfaction.

**Education**

Bachelor of Engineering in Electronics & Communications Engineering

Graduation Date : 10- 2014

Mansoura University - Egypt

Grate: Good

Graduation Project: Intelligent Control System for Safe Railways

Grade: Excellent

**Languages**

Arabic : Fluent, Native.

English : Very good.

***Typing Skills***

English and Arabic : Excellent

**Work Experience**

1. ***AabianLink Company*** (TEDATA Reseller)

Field : Network solutions (Outsource)

Designation : Technical Support Engineer

Position :

* Technical Support Engineer (1-2015: 6-2015)
* Network Engineer (6-2015: 3-2016)

Duration : 1st Jan, 2015 to 10th March, 2016

Job Profile :

* Deliver service and support to end-users using and operating automate call distribution phone software, via remote connection or over the Internet.
* Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services.
* Gather customer’s information and determine the issue by evaluating and analyzing the symptoms.
* Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP and more.
* Install Network systems for the company like VPN, PPX, IP CAM, Servers and more.
* Network administration and security.

1. ***ArabianLink*** Company (TEDATA Reseller)

Field : Network solutions (Outsource)

Designation : Sales Engineer

Duration : 1st June, 2014 to 1st Jan, 2015

Job Profile :

* Handle customers’ inquiries concerning services, providing accurate and full information according to the contact center guidelines.
* Resolve customers’ complaints and problems, within boundaries of authority and distribute issues for further escalation to appropriate persons/teams i.e. team leaders, supervisor or the back office.
* Handle effectively the needs of the customers and enhance standards of quality for the service offered.
* Build a customer relationship/partnership, which add value to the customer, leading to a long term profitable relationship.
* Help and be of assistant to customers to decide what types of products or services that would best suit their needs.

**Training & Other courses**

- Cisco: CCNA; Essentials and Exploration

- Network +; N+

- LINUX: Red Hat Certified Engineer (RHCE), Network & Management.

- HTML, CSS, JavaScript and JQuery.

- PHP web design and SQL Database.

- Python programing language.

- Joomla and Google APIs.

- Faculty of engineering virtual lab.

**Future Plan (Current Training)**

During the next three months, I will finish:

- CCNP.

- MCITP.

- CEH v7.

**Personal Skills**

* Organized, oriented and work under pressure.
* Ability to lead, energetic and independent.
* Ability to work in team environment.

**Computer Skills**

**-** Multi Computer user.

- Excellent knowledge of windows 98, 2000, 2007, XP, 7 and windows blue.

- Excellent knowledge of Microsoft Office.

- Expert user of various email packages including Microsoft Outlook and GroupWise.

- Adept at using internet search engines for research purposes

**Events**

- Cairo ICT 2012.

- IEEE Mansoura Student Branch events.

- Vodafone Technology Fair 2013.

**Extracurricular activities**

- A member of the RESALA Charity Association

- Mansoura University's IEEE branch volunteer.

- E'amar El Mansoura group member.