**Essam Ahmed Elshorbagy**

**WORK EXPERIENCES**

**El Sherif for import & export (Oct 2015 - June 2016)**

* **IT - Technical Support**
* Installing and configuring computer hardware operating systems and applications.
* Monitoring and maintaining computer systems.
* Troubleshooting system and network problems and diagnosing and solving hardware or software faults.
* Replacing parts as required.
* Setting up new users accounts and profiles and dealing with password issues.
* Testing and evaluating new technology.

**Aramex - Contact Center Technical support Executive (Mar 2014 – Mar 2015)**

* Support and provide superior service via phones and e-mails.
* Use questioning and listening skills that support effective telephone communication.
* Use an effective approach to handle special telephone tasks like call transfers, call backs, and holds.
* Apply appropriate actions to effectively control a telephone call.
* Provide customers with product and service information.
* **Telesales, Inbound, and Outbound calls (Aug 2013 - Mar 2014)**

 **Software Engineer at Blue Flare Company** (2012 – 2013)

* Developing and maintaining codes of the software

**EDUCATION**

 2007- 2012 **Bachelor of Science in Computer Science at Arab Academy**

 **Of Science, Technology, and Maritime Transport (AAST),**

Alexandria, Egypt

 2002– 2005 **High school Diploma, Al Shola Private School,**

 Sharjah, United Arab Emirates

**ACHIEVEMENTS**

* First Aid Completion Certificate
* Certificates Of Completion ( New Horizons ) in Managing & Maintaining Microsoft Windows Server 2003 Environment – Workshop (May 2007)
* Microsoft Certificates -Training

**SKILLS**

**Computer**

|  |  |
| --- | --- |
| Microsoft Office ( Word , Power point , Excel, Access, Outlook) | Expert |
| Microsoft Web Expression. | Expert |
| Restore & Backup the System.I Tunes U | ExpertGood |
| Fast Typist | Expert |
| Data Entry  | Good |
| Data analysis  | Good |
| Windows OS ( 7, 8, 10 ) | Expert |
| LAN | Good |
| Microsoft Dynamic (AX)  | Good |
| Networked Copiers | Expert |
| Printers  | Expert |

**Hardware**

|  |  |
| --- | --- |
| Rebuild Computers  | Expert  |
| Fixing computer hardware’s  | Expert |

**Programming Languages**

|  |  |
| --- | --- |
| C | Good |
| C# | Good |
| Java | Good |
| Php | Good |
| SQL | Good |

**Languages spoken**

* Arabic First Language (Oral and Written)
* English Advanced (Oral and Written)

**Communication**

* Interpersonal and presentation skills
* Flexibility to perform various tasks
* Great Communication Skills

**Technical**

* Build a small network.
* Make (Platform as a Services) based in Windows Azure (PAAS).
* Cloud Computing (Software as a Service) based in Windows Azure (SAAS).

**WORKSHOPS**

* CCNA Training (**1 year**) in Arab Academy for Science, Technology, and Maritime Transport
* SQL Training (**2 Month)** in Arab academy company
* Ms-2273- Managing & Maintaining a Microsoft Windows Server 2003 Environment.
* Ms-2276- Implementing a Microsoft Windows Server 2003 Network Infrastructure: Network Hosts.
* Ms-2277- Implementing, Managing & Maintaining a Microsoft Windows Server 2003 Network Infrastructure: Network Services.
* Ms-2278- Planning & Maintaining a Microsoft Windows Server 2003 Network Infrastructure.
* Ms-2279- Planning, Implementing, Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure.
* Ms-2824- Implementing a Microsoft Internet Security and Acceleration Server 2004.
* Ms-2830- Designing Security for Microsoft Networks.
* Ms-2885- Installing, Configuring, and Administering Microsoft Windows XP professional

**Job Seeker First Name / CV No: 1829052**

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