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| **Mohamed** **Mohamed.350066@2freemail.com** |  |
| **SUMMARY OF EDUCATION** |
|  | **∙ Bachelor Degree in COMPUTER SCIENCE.**

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| ∙ | **Faculty of Computer science – 6th October University (Egypt) 2002** |  |

 |
| **Working Experiences & Technical skills** |
|  | **Knowledge Middle Earth Training Center - Dubai (UAE): June 2014 – Until now*** **Job Role: IT technical helpdesk.**
* **Reporting to: IT Manager**

***Job Responsibilities:**** Identifying problems and then suggesting technical computer-based solutions.
* Plan and oversee projects from conception to successful conclusions.
* Implement internal & external network facilities.
* Implementing and managing Local Area Network (LAN).

**2- Limic Training & Consulting - Dubai (UAE)**  **December 2011 - May 2014*** **Job Role: IT Engineer.**
* **Reporting to: CEO**

***Job Responsibilities:***▪Provide technical support for IT related problems (software & hardware) encountered in the conferences halls, Meeting Rooms and Main Offices.▪Preparing Outlook E-mails on devices▪Regular hardware maintenance and monitoring an inventory of computers and equipment.▪Installation, configuration and maintenance of Local Area Network (LAN), Internet, and Remote Desktop Connection.▪Installing different type of Operating System and application (e.g. Windows 7, Xp) in office computers▪Database Design, maintenance and backup.▪Computer software and hardware maintenance.▪Configuring and troubleshooting routers.▪Configure and implement Remote Access Solution: ISDN dial up▪Maintaining WIRELESS Networks and System sharing.▪Software installation through network (Fax Server, shared Printers…etc.)▪Weekly and Monthly reports

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| **3-**  **Creators Group - Dubai (UAE)** | **May 2011 -** **December 2011** |

▪**Job Role:**Business Executive***Job Responsibilities:***▪Develop pricing strategies, balancing firm objectives and customer satisfaction.▪Prepare and develop business proposals▪Identify, develop, and evaluate marketing strategy, based on knowledge of establishment objectives, market characteristics, and cost and markup factors.▪Negotiate contracts with vendors and distributors to manage the product▪Direct the hiring, training, and performance evaluations of marketing and Confirm that all materials are ordered and prepared for It/Engineering Courses and other courses sometimes.▪Develop and maintain relations with various clients in the local business Community.▪Assist Administrative Support by answering the telephone, intercepts telephone calls, taking and reporting messages.

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| **4-  El Helal & Golden Star Group - Cairo (EGYPT)** | **March 2002 till April 2011** |
| **Job Role:** IT Support Engineer  |   |

* Solve any soft-ware technical problems.
* Implement internal & external network facilities.
* Implementing and managing Local Area Network (LAN).
* Train company employees how to work on Microsoft programs and other technical programs
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| **Courses &Certificates** |
|  | * **Course: Export Marketing Intelligence (2010)**

Certified by: "International Trade Centre (ITC)"- Geneva in cooperation with  Foreign Trade Training Centre (FTTC)* **Course: Going for export (2010)**

Certified by: Foreign Trade Training Centre (FTTC)* **Course: Communication Skills (2010)**

Certified by: Echelon* **Course: MCSA / MCSE Networking Administration & System Engineer**

Certified by: IBM Egypt in cooperation With Ministry of Communication

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| **TECHNICAL SKILLS:** |
|  | * Soft-ware and Hard-ware
* Network Administrator
* Server2000,Server2003 Administration
* Administrator for: Alpha Misr program (SQL), Grade Plans program.
* Proficient in use of Microsoft office (Excel, Word, Outlook, Power point) 97-2013
* Windows XP,7,8,10
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| Interpersonal skills |

* + **Good in trouble shooting and support work.**
	+ **Strong communication and negotiation skills**
	+ **Detail oriented and works with a high degree of accuracy**
	+ **Ability to multitask**
	+ **Handles confidential financial and personal information appropriately**
	+ **Possess strong problem solving skills**
* **Hard working and the interest to learn new technologies.**
* **Good researching abilities.**
* **Volunteer working in social communities.**
* **Team work and the ability to work under pressure.**
* **Leadership capabilities**
* **Interactive and fast learner**

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| **Personal Data** |
|  | **Gender :** Male**Date of Birth :** July 1979**Nationality :** Egyptian**Marital status :**Married**Valid Car Driving License From Dubai** |
| **Languages** |
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| Mother tongue | Arabic |
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| Other language(s) | UNDERSTANDING  | SPEAKING  |
| Listening  | Reading  | Spoken interaction  |
| English | Very Good  | Very Good | Very Good |

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