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| **Mohamed**  [**Mohamed.350066@2freemail.com**](mailto:Mohamed.350066@2freemail.com) | | | | |  |
| **SUMMARY OF EDUCATION** | | | | | | |
|  | | **∙ Bachelor Degree in COMPUTER SCIENCE.**   |  |  |  | | --- | --- | --- | | ∙ | **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   |  |  | | --- | --- | | **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.   |  |  |  |  | | --- | --- | --- | --- | | **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 | | | | | |
| **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   |  |  |  | | --- | --- | --- | | **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 | | | |
| 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** | |
|  | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Mother tongue | Arabic | | | | | |  |  | | | | | | Other language(s) | UNDERSTANDING | | SPEAKING | | | Listening | Reading | Spoken interaction | | English | Very Good | Very Good | Very Good | |