**ABDELRAHMAN**

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**ACHIEVEMENTS**

A proven I.T. leader, I established good working relationships with our customers and clients. I am able to provide support for the end user workstation while providing performance and stability to all clients. I have strong understanding of cabling from switch closets to associates desks. I am able to resolve computer and network systems problems as well as installation. I am skilled to answer questions, configure computers and networks systems and provide support. With over four years of I.T. experience primarily focused on total quality management for a dynamic organization in helping to streamline its business processes and realize growth objectives and thereby providing significant cost benefits.

**EDUCATION**

6/2014University of PhoenixBachelors of Science

Major: : Information Technology

Minor concentration in Networking and Telecommunications

**Citizenship**

U.S.A Citizen

**EXPERIENCE**

03/27/2016- Present Conduent inc- Apple At-Home-Advisor

System analyst and Tech Support Agent

As a customer care tech support, my duties included but were not limited to assist customers with inquiries and resolve issues, provide technical troubleshooting assistance and step by step instructions. At customer’s request I would remote into their systems and resolve their issues or demonstrate the actions needed for their inquiries. Assist customers with all Apple products, from devices like Iphones and Ipads to programs such as Itunes and Icloud.

1/2015- 10/2016 Celerity inc; (Contracted to American Insitution For Research)

Tier 2 Systems Support Analyst For Department of Education

Support PC and peripheral installation and troubleshooting on Macs, Linux, Windows machines, Android, and IOS mobile devices; Support troubleshooting of network issues (IP configuration, bandwidth, DNS & command line tools, Ping, etc). Mobile support for user interfaces. Provide students with learning management systems with social media features .Provide user interfaces that are universally accessible to people with or without disabilities. Support& maintain innovative, machine-scorable items Software support for online testings in 23 States, include assisting State and District test coordinators, Department Of Education and State education representatives.

7/2013 –02/2015 Support.com

Tier 2 Remote Service Engineer

Provides online services (eg. troubleshooting with network, computer connections and issues). Provides investigation, diagnosis, resolution and recovery for all hardware/software problems, wireless configuration for operating system including Windows, iOS, OSX, and Android; Windows network configuration on XP, Vista and 7/8 and router configuration. Design, configure and maintain multi-office network infrastructure. Troubleshoot and proactively resolve network anomalies/outages including low throughput, packet loss, errors, latency, delay and jitter, and conduct root cause analysis. Ensures strong customer service, customer satisfaction, provides accurate and timely reporting of service status and escalations pertaining to services.

10/2011- 5/2013 Ibrahims Oriental Rugs

Assistant Manager

Responsible for management tasks of timely response to periodical reporting as it relates to floor merchandise, arrangement, and display. Assessed the importance of each touch point in the eyes of the customer, customer complaints, customer experience and concerns, sales advice, product information, final resolution and any other questions they may have. Operated POS, opening and closing, and handling of deposits as well as writing checks for the company. Used graphic design skills to create ads and various promotional items.

5/2009 – 5/2011 AT&T Sutherland Global Services Call Center

Billing & Sales Representative Team Leader

Supervised a team of five to eight employees to achieve monthly goals, responsible for shift schedules, call shadowing and overall team performance. Interacted with customers and company sales and/or service representatives to handle billing issues, technical support and sales. Listened attentively to customer needs and concerns; demonstrated empathy while maximizing opportunity to build rapport with the customer. Follow-up on customer issues and provided resolution.

**COMPUTER SKILLS**

* Expert knowledge of Subnetting, VLAN and DMZ configuration and required hardware
* Expert knowledge and troubleshooting of TCP/IP, DNS, DHCP
* Fair knowledge of Firewall and knowledge of implementing network security processes and controls
* Solid knowledge of wireless technologies including 802.11a/b/g/n and 802.16
* Strong project management and customer service skills
* Ability to perform at a high level without much supervision
* Expert knowledge of desktop and laptop hardware as well as Virtual Machine experience
* Experience with Help Desk Ticketing software (Zendesk, Freshdesk, Ninjato and more)

**EXPERTISE**

* Troubleshooting PC hardware/software
* Fair knowledge in Ncomputing and Thin client servers
* Workstation support
* Expert knowledge in Windows, iOS, OSX and Android, Server 2003, Server 2008, Server 2012, Multipoint 2012
* Installation and configuration of computer and network systems