**CAREER OBJECTIVES**

Looking for a career opportunity in the fields of IT support and Networking to utilize my skills to help achieve corporate goals as well as my personal career growth objectives.

**WORK EXPERIENCE**

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| --- | --- |
| B Connect | Alexandria, EGYPT |
| Technical Support | Nov 2009 – Jan 2017 |

* Established adequate IT infrastructure for single stations and integrated computer networks.
* Installed and managed the sales system for clients.
* Provided face-to-face as well as over the phone training sessions to clients and users.
* Provided technical support to all software and hardware related issues.
* Utilized modern support technologies such as (Team Viewer, AnyDesk) to increase work efficiency.
* Held periodical progress meetings with clients to ensure their satisfaction
* Diagnose and troubleshoot technical issues, including account setup and network configuration.
* Performed on going quality assurance tests to ensure accuracy of data, reports and functionality.
* Provided support for procedural documentation and manuals.
* Maintain jovial relationships with clients
* Refer to internal database or external resources to provide accurate tech solutions
* Hands-on experience with Windows and Windows Server (2003,2008)
* Good understanding of computer systems, mobile devices and other tech products
* configure user rights for various applications
* set up new users' accounts and profiles and deal with password issues
* Work on installing various kinds of printers and solving their problems
* Work on installing and defining all kinds of barcode readers and other sub - devices
* Working to make sure there is a backup of the Data client on the device or on an external device or cloud
* Work on the protection and processing software from various viruses and make sure to update antivirus
* Work to communicate with programmers team to view the problems and suggestions periodically

**EDUCATIONAL BACKGROUND**

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| --- | --- |
| Alexandria Institute of Engineering & Technology (A.I.E.T) | Alexandria, EGYPT |
| Bachelor Degree in Computer engineering | Jun 2006 |

**CERTIFICATIONS**

* MICROSOFT CERTIFICATION ID: 13498626
* Microsoft Office Specialist Excel-2013
* Microsoft Office Specialist Outlook 2013

**TECHNICAL SKILLS**

* Windows (XP, Vista, 7, 8.1, 10)
* MS Office (Excel, Word, PowerPoint & Outlook)
* Network analysis
* Hardware Maintenance

**PERSONAL INFORMATION**

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| --- | --- |
| Full Name | Hamza |
| Languages | Fluent in Arabic and English – reading, writing and speaking |
| Visa Status | Visit visa – transferable |
| Availability | Immediately |
| Mobile Phone | Whatsapp +971504753686 / +919979971283 |
| Email Address | [Hamza.375909@2freemail.com](mailto:Hamza.375909@2freemail.com) |