

Contact

**Address:**

Dubai - UAE

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**Email:**

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**Nationality:**

Egyptian

**Visa status**:

Tourist/Single-Long

Languages

* Arabic

Native proficiency

* English

Good

Courses

* CompTIA **A+** certified
* Cisco Certified Network Associate **(CCNA)**
* Microsoft Certified Solution Associate **(MCSA 2016)**

**Mina, BSc**



**Obtaining a position in a growing organization that will allow me to enhance my knowledge and abilities in IT & Telecommunications fields to be more productive and an asset to the team.**

Education



* **Bachelor of Information System and Management** High Institute for Hotels Tourism & Computer – HITHC

Alexandria, Egypt **09/2009** **–** **05/2013** **Grade: Good**

Experience



**15 Jul 2019 – 20 Feb 2020**

**Technical Support Specialist - Kuwait**

**Projects and Responsibilities**

* Solo-handling, maintenance, and generating the reports of the **Main**

**National Assembly Hall**

* Maintain the **SLA** on the technical support helpdesk by handling the tickets as fast and accurate as possible with the help of the team and the knowledge of their capabilities
* Monitoring and managing all installed systems and infrastructure
* Set up new users' accounts, profiles, and password issues
* Installing different editions of Windows Servers and Active Directory Service
* Planned and Implemented upgrades to the system hardware and software
* Provide end-user support and documentation
* Troubleshooting different kind of PC’s problems including printers, audio, and video devices
* Troubleshoot network issues (DNS, Domain Controller, printers, email services, and managed Internet access...etc.)
* Assist in fixing and troubleshooting defective and misconfigured fingerprint devices HW/SW perspective
* Troubleshoot mobile devices connectivity issues to the exchange email services
* Handle common Wi-Fi authentication issues

Skills

* Strong analytical skills that helped in detecting the root cause of many issues
* Excellent communication skills in written and verbal in clean manners
* Handle work under pressure
* Team player and always trust the abilities of my teammates
* Proactive on potential problems/risks
* Experience in working in multi tasking kind of environments
* Wear multiple hats and always eager to learn

**10 Jan 2017 – 14 Jul 2019**

**Help Desk, ZAK Solutions for Computer System**

**Projects and Responsibilities**

***KUWAIT NATIONAL ASSEMBLY***

* Contributed to the maintenance and generating the reports of the

**Main National Assembly Hall**

* Managing all servers, Active Directory, DHCP, and DNS
* Provide end-user support and documentation
* Set up new users' accounts, profiles, and password issues
* Troubleshooting of network issues (DNS, Domain Controller, printers, email services, and managed Internet access...etc.)
* Prepare new/transferred employee’s PCs to be ready daily
* Troubleshoot PC’s HW issues such as RAM, CPU, HDD, Motherboard, and provide the recommendations for the parts replacements
* Basic Office 365 configuration
* Troubleshoot mobile devices connectivity issues to the exchange email services
* Handle common Wi-Fi authentication issues

**10 May 2016 – 9 Jan 2017**

**Help Desk, Solutions Company**

**Projects and Responsibilities**

***KUWAIT NATIONAL ASSEMBLY***

* Planned and implemented upgrades to the system hardware and software
* Provide end-user support and documentation
* Set up new users' accounts, profiles, and password issues
* On-call support for critical issues 24/7 during the National Assembly meetings
* Handling tickets of resolving common Wi-Fi, Domain, Email, Windows Services, Drivers and internet connectivity Issues
* Install printer, scanner, and troubleshoot problems of hardware and software
* Troubleshoot mobile devices connectivity issues to the exchange email services
* Handle common Wi-Fi authentication issues