



Rahma Gamal Ibrahim

IT Technical support

SUMMARY

Analytical Technical support representatives adept at resolving complex network issue critical thinker who addresses customers support issue quickly and who consistently exceed performance standards level headed and calm in stressful situation with well developed people skills

WORK EXPERIENCE

Alef education

IT Technical support specialist 2019 till now

Duties:

- Install and configure computer hardware software systems Network printer and Scanners
- Handles Clients inquiries over phone
- Troubleshooting system and network problems and solving the problem
- Replacing damage parts on hardware when necessary
- Maintenance and monitoring the computer network and systems
- Test and evaluate new Technology
- Set up new users accounts and profile
- Troubleshooting laptop's & desktops Printers diagnosing and resolve
- Install antivirus software and update

WORK EXPERIENCE

IT Technical support onsite

Ruwais Court 2017 _ 2019

- Support The implementation of new solutions or applications
- Troubleshooting and resolve issues with Software or hardware
- Installing and configure software and computer systems
- Establish account for new users and assist with password or login problems

Education

Bachelor of Specific Education
Department of Computer

Mansoura University

Qualification

IELTS

ITIL V4

Training course

• computer hardware A

• Basic network N +

◦ windows 10

Administration

◦ ICDL

◦ CCNA Routing and switching

- Maintenance procedures and reports the provider Technical support to the entire organization
- Determining the best solution based on the issue and
- ANALYZE RECORD and logs to spot underlying trends and potential issues

Online Course :_

All GVC Courses

Language

REFERENCES – Available on request.

Arabic Native

English

PERSONAL DETAILS

Rahm Gamal Ibrahim

Birthday:-1992

00971545855006

Visa status :Resident visa

UAE. Abu Dhabi

Rahma.gamal212@yahoo.com

Driving license : valid UAE

Nationality: Egyptian