



## ***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**

## Online Course : \_

### All GVC Courses

- 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

#### *Language*

*Arabic Native*

*English*

REFERENCES – Available on request.

### PERSONAL DETAILS

*Rahm Gamal Ibrahim*

*Birthday:-1992*

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*Visa status :Resident visa*

*UAE. Abu Dhabi*

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*Driving license : valid UAE*

*Nationality: Egyptian*