

MOHAMED HELMY

IT Trainer

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- Egypt, Cairo



SUMMARY

Experienced IT Trainer with a proven track record of delivering high-quality training programs tailored to diverse audiences. Proficient in designing and conducting workshops, seminars, and one-on-one sessions to enhance participants' technical skills and knowledge. Skilled in developing training materials and resources that align with industry trends and organizational needs. Adept at evaluating training effectiveness and adjusting strategies to ensure optimal learning outcomes. Strong interpersonal and communication skills, fostering a collaborative and engaging learning environment. Passionate about empowering individuals to leverage technology effectively in their professional roles.

EXPERIENCE

IT Instructor

ABAD INSTITUTE FOR TRAINING COURSES

Responsibilities

- Training Microsoft Azure
- Training Cloud+ COMPTIA
- Training Microsoft Security
- Training Windows Server MCSA
- Training Power BI
- Training AWS solution Architect Associate
- Training Exchange Server

02/2023 Present

Riyadh, KSA
(Remotely)

IT Instructor

RAKICT FOR TRAINING COURSES

Responsibilities

- Training Microsoft Azure
- Training Microsoft Server
- Training COMPTIA Courses
- Training Windows Server MCSA
- Training Windows Client WIN-10

03/2022 01/2023

Cairo, Egypt

IT System Administrator

HASSAN ALLAM CONSTRUCTION

Responsibilities

- **Network and Server Management:** Monitor, maintain, and optimize our network infrastructure and server systems to ensure maximum uptime and performance.
- **Security Management:** Implement and enforce security measures to protect our systems, data, and networks from cyber threats and unauthorized access.
- **System Upgrades and Maintenance:** Plan and execute system upgrades, patches, and maintenance tasks to keep our IT environment current and secure.

04/2021 02/2022

Cairo, Egypt

STRENGTHS

Effective Communication

Ability to convey complex technical concepts in a clear and understandable manner, adapting communication style to meet the needs of different audiences, from beginners to advanced learners.

Adaptability and Flexibility

Ability to adapt training methods and materials based on participant feedback, technological advancements, and organizational needs, ensuring relevance and effectiveness of training programs over time.

Passion for Learning

A genuine enthusiasm for continuous learning and staying updated with emerging technologies and industry trends, inspiring learners to adopt a growth mindset and pursue lifelong learning.

ACHIEVEMENTS

Client Satisfaction

Receiving consistently positive feedback from clients in WHO and FUE and organizations on the quality and impact of training programs delivered, indicating strong client relationships and effective training outcomes.

Skills Development

Notable improvement in participants' technical skills and competencies as evidenced by performance metrics or feedback from supervisors and colleagues in their workplace.

Project Success

- World Food Organization courses in data analysis and cloud computing
- Courses affiliated with Egypt Air in cloud computing and cybersecurity
- Deliver Azure Courses in Future University in Egypt

EXPERIENCE

IT Instructor

RAKICT FOR TRAINING COURSES

Responsibilities

- Training Microsoft MCSA
- Training Microsoft Azure Cloud Computing
- Training Cloud Essential Cloud+

Technical Support Engineer

Global Knowledge

Responsibilities

- **Help Desk Support:** Respond to inquiries and technical issues reported by clients and participants via phone, email, or ticketing system. Provide prompt and effective resolution or escalate issues to appropriate teams for further investigation.
- **Learning Management System LMS Support:** Assist users with navigating and troubleshooting issues related to our Learning Management System. Ensure that participants have access to course materials and resources as needed.
- **Hardware and Software Configuration:** Install, configure, and maintain computer hardware, peripherals, and software applications used in training environments. Ensure that all systems are up-to-date and

09/2019 03/2021

Cairo, Egypt

06/2017 08/2019

Cairo, Egypt

SKILLS

Problem-Solving and Troubleshooting.

Curriculum Development.

Mentorship and Coaching.

Continuous Learning.

Advanced Technical Knowledge.

LANGUAGES

English

Proficient

CERTIFICATIONS

- AZ-104 Azure Administrator
- MCT Microsoft Certified Trainer
- AZ-500 Azure Security Engineer Associate
- SC-900 Security, Compliance, and Identity Fundamentals