AHMED NABIL MOHAMED

Junior System Administrator | IT Technical Support Specialist

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PROFESSIONAL EXPERIENCE

IT Technical Support & Help Desk Specialist

Horus University

Feb 2024 – Present | New Damietta, Egypt

- Provide on-site and remote technical support to faculty, administrative staff, and students.
- Install, configure, upgrade, and maintain desktops, laptops, operating systems, software, printers, and peripheral devices.
- Diagnose and resolve hardware, software, user-access, system-performance, and network-connectivity issues.
- Support switches, wireless access points, and end-user network connections.
- Perform system updates, preventive maintenance, monitoring, and technical incident documentation.

Technical Support Specialist

WE Telecom

May 2022 – Mar 2023 | Egypt

- Provided remote support for internet connectivity, router, Wi-Fi, and network-performance issues.
- Assisted customers with router configuration, wireless setup, password changes, and connection optimization.
- Guided users through troubleshooting procedures and escalated advanced incidents to specialized support teams.
- Documented customer issues, troubleshooting steps, and technical resolutions accurately.

CCTV Installation & Maintenance Technician

El Ezaby Security Company

Aug 2021 – May 2022 | Egypt

- Installed, configured, and maintained CCTV surveillance systems for residential and commercial sites.
- Integrated cameras with DVR and NVR devices and configured local and remote monitoring solutions.
- Installed cabling, power connections, storage devices, and supporting security-system components.
- Diagnosed hardware, connectivity, recording, and image-quality issues and performed required maintenance.

EDUCATION

Bachelor's Degree

Higher Institute of Management and Computer

2014 – 2019 | Port Said University

CERTIFICATIONS

Computer Network Fundamentals — MaharaTech

Network Basics — Cisco Networking Academy

PROFESSIONAL SUMMARY

Junior System Administrator and IT Technical Support Specialist with hands-on experience in help desk operations, end-user support, Windows environments, network troubleshooting, system maintenance, and IT infrastructure support.

Experienced in diagnosing hardware and software issues, supporting network devices, maintaining computer systems, and delivering on-site and remote technical assistance.

Familiar with Windows Server, Active Directory, Group Policy, virtualization, backup concepts, and Linux fundamentals.

TECHNICAL SKILLS

System Administration

Windows Server | Active Directory | Group Policy | User Management | Permissions | System Monitoring | Backup & Recovery

Networking

TCP/IP | DNS | DHCP | VLAN | Routing | Switching | Wi-Fi | Troubleshooting

Operating Systems

Windows 10/11 | Windows Server | Linux Fundamentals

Virtualization

VMware Workstation | Virtual Machines | Virtual Networking

IT Support

Help Desk | Hardware Support | Software Support | Remote Support | End-User Support | Maintenance

Tools & Technologies

Microsoft Office | SQL Basics | Python Basics | CCTV | DVR/NVR

TECHNICAL TRAINING

CCNA • MCSA • CompTIA A+

VMware Virtualization

Linux Fundamentals – TryHackMe

IC3

LANGUAGES

Arabic — Native

English — Good