# MOHAMED SALAH OUF

INFORMATION TECHNOLOGY SUPPORT
WITH EXPERTISE IN IT SALES AND NETWORK MAINTENANCE

## ABOUT ME

With over 9 years of experience in the field of information technology, I am a skilled and versatile maintenance manager who can handle various software and hardware problems, manage customer complaints, and oversee the administration and maintenance of servers and network devices.

In my most recent role as a maintenance manager at Elaf for Laptop Services, I was responsible for upgrading and configuring routers and switches, resolving technical issues, and providing information technology sales specialist services. I also worked as a technical support specialist at Alresala Center for Education Services, where I maintained all devices and printers, monitored the network, and designed graphics. I enjoy learning new technologies and applying them to improve efficiency and customer satisfaction. My goal is to leverage my IT expertise and customer service skills to contribute to the success of a reputable and innovative organization.

## CONTACT ME

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Abu Dhabi
United Arab Emirates

Nationality: Egyptian

## EDUCATION

**INTERNATIONAL INSTITUTE FOR LANGUAGES AND COMPUTERS**
**KAFR ELSHEIKH, EGYPT**
**GRADUATION MAY 2007**

- DIPLOMA IN COMPUTER INFORMATION TECHNOLOGY
  GRADE: EXCELLENT
- RELATIVE COURSEWORK: NETWORKING DEVICES, VB PROGRAMMING, BUSINESS ADMINISTRATION, OPERATING SYSTEMS, MICROSOFT OFFICE PACK .
- ENGLISH CONVERSATION ( LEVEL 6, LEVEL 7 AND LEVEL 8 ) AT ORASCOM TRAINING AND TECHNOLOGY CENTER.
- MASTER MICROSOFT OFFICE - E-COURSE FROM DOROOB PROGRAM.
- INTRODUCTION IN MICROSOFT WORD - E-COURSE FROM DOROOB PROGRAM.
- MASTERING MICROSOFT WORD - E-COURSE FROM DOROOB PROGRAM.

## JOB EXPERIENCE

### MAINTENANCE MANAGER
*Sep 2020 - Sep 2022*
**Elaf for Laptop Services**
El Mahalla El Kubra, EL Gharbia, Egypt

- Resolve software and hardware problems.
- Manage customer complaints.
- Administration and maintenance of the center server
- Upgrading and configuring various network devices like routers and switches
- Information technology sales specialist

### TECHNICAL SUPPORT SPECIALIST
*Sep 2015- Jun 2022*
**Alresala Center For Education Services**
Makkah, Saudi Arabia

- Responsible for maintaining all devices and printers troubleshooting and monitoring the network.
- Work on Microsoft Office (Word, Excel, PowerPoint, Publisher).
- Graphic Designer.

### IT SUPERVISOR
*Jan 2011- Feb 2013*
**Tui Magic Life Kalawy**
Hurghada, Red Sea, Egypt

- Administration and maintenance of the hotel's servers: email, Active Directory, Internet accounts, materials control, reservation software server, etc.
- Following up with the maintenance procedure plans.
- Designing and implementing maintenance for hardware and software.
- Upgrading and configuring various network devices like routers and switches, as well as firewalls.
- VMware software installation, management, and maintenance
- In charge of the IT department when the IT manager is off.
- Train hotel staff how to use office programs and computers.

### IT SUPPORT
*Jun 2010- Dec 2010*
**Galaxia Tours**
Heliopolis, Cairo, Egypt

- Efficiently diagnosed and resolved a variety of complex problems onsite and remotely, including hardware and software problems, virus removal.
- Upgrading and configuring various network devices like routers and switches, as well as firewalls.
- Installing, managing, and maintaining VMware.

## WORK-RELATED SKILLS

- Troubleshooting and resolving IT issues in a timely manner.
- Communicating with coworkers to diagnose problems.
- Installing and configuring hardware and software.
- Providing support remotely when necessary.
- Experience with remote desktop applications.
- Strong analytical and problem-solving skills.
- Good communication skills, both written and verbal.
- Using Microsoft Office programs very efficiently (Word, PowerPoint, Excel, Publisher).

- Upgrading and configuring various network devices like routers and switches, as well firewalls.
- Experience working with graphic and image editing software and video editing software.
- Experience working with VMware workstation.
- Experience working with AutoCAD.
- Experience working with PDF editing software.
- Excellent interpersonal skills.

## PRO-SKILLS

- Microsoft Word
- Microsoft Powerpoint
- Microsoft Publisher
- Microsoft Excel
- Adobe Photoshop
- Adobe Illustrator
- Outlook
- Team Work

## LANGUAGE

- Arabic
- English