

George Heshmat

IT Technical Support

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 **(+971) 50 652 1618**

 **George Heshmat**

 **Dubai, UAE**

Experienced IT Technical Support Specialist with Two years of hands-on experience and a Bachelor's degree in Computer Science. Skilled in diagnosing and resolving hardware, software, and network issues across various systems. Strong communication and problem-solving skills, with a focus on delivering reliable support to end-users and maintaining efficient IT operations. Quick to adapt to new technologies and committed to continuous improvement.

Education

- Arab Academy for Science, Technology and Maritime Transbort

2021

- Bachelor of Computer Science
 - GPA: 3.20 Grade: Very Good (With Honor’s degree)
- Luxor Military Secondary School

2017

- High School Diploma

Experience

- IT Technical Support Specialist at DataGuy LLC

August 2022 - July 2024

Arlington, Tennessee United States

- Provided technical support for hardware, software, and network issues to end users onsite and remotely.
 - Installed, configured, and maintained operating systems (Windows, macOS) and software applications.
 - Diagnosed and resolved technical issues related to PCs, printers, scanners, and peripheral devices.
 - Managed user accounts and permissions using Active Directory.
 - Monitored system performance and performed regular maintenance and updates.
 - Supported and maintained LAN/WAN infrastructure and VPN connectivity.
 - Documented support requests using a ticketing system and ensured timely resolution.

Projects

- Prediction Model For Diagnosis Of Covid-19 (A Deep Learning Approach)

Graduation Project Grade: Excellent
- webapp-arkpharmacy.com

Skills

- Technical Skills :**
IT Technical Support, Troubleshooting (Hardware & Software), Microsoft Office (Word, Excel, Outlook, PowerPoint), Windows & macOS Systems, Remote Support Tools (TeamViewer, AnyDesk), Network Support (LAN/WAN, VPN, TCP/IP), Oracle ERP System, Zendesk (Ticketing & Customer Service Platform), Active Directory (User Account Management), Basic Cybersecurity Awareness.

- Customer Service Skills :** Bilingual Communication (English & Arabic), Handling Customer Inquiries and Complaints, Ticket Management & Resolution, Service Level Agreement (SLA) Compliance, Empathy & Patience in Customer Interaction.
 - Soft Skills :** Problem-Solving, Time Management, Multitasking in Fast-Paced Environments, Team Collaboration, Attention to Detail, Adaptability & Quick Learner.

Language

- Arabic

Native

English

Very Good