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Summary

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.

Experience



Maintenance Manager

Elaf for Laptop Services

Sep 2020 - Sep 2022 (2 years 1 month)

- 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

Alresala Center For Education Services

Sep 2015 - Jun 2020 (4 years 10 months)

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



Information Technology Supervisor

TUI MAGIC LIFE Kalawy

Jan 2011 - Feb 2013 (2 years 2 months)

- 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.



Information Technology Support Technician

Galaxia Tours

Jun 2010 - Dec 2010 (7 months)

- 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.

Education



International Institute for Languages and Computers

Diploma (Above Secondary), Computer and Information Sciences and Support Services

May 2005 - May 2007

Licenses & Certifications



English Conversation - Orascom Training & Technology

Issued Apr 2013 - Expires Jun 2013

Skills

Information Technology • Technical Support • Troubleshooting • Customer Satisfaction • Help Desk Support • IT Service Management • Customer Service Management • Teamwork • Leadership • Office 365

Honors & Awards



Employee of the year - TUI MAGIC LIFE Kalawy

Jan 2012

Certificate of Appreciation