Mosaad Ibrahim

PROFESSIONAL SUMMARY

Strategic IT professional brings solid record of high-quality performance in fast-paced environments. Adept at communicating with cross-functional teams to implement solutions. Possesses strong judgment and reasoned thinking.

WORK HISTORY

IT Help Desk   07/2023 - Today

Urban Development - Jeddah

- Provide technical support to end -users via phone, email and in person
- Troubleshoot and resolve hardware and software issues
- Install and configure software applications and operating systems
- Document all support activities and resolutions in the help desk ticketing system.
- Collaborate with other IT teams to resolve complex technical issues.
- Conduct training sessions for end-users on new software applications
- Ability to install, manage and troubleshoot CCTV systems.
- Ability to install, manage and troubleshoot Access Controls systems.

IT Support Engineer   06/2019 - 06/2021

Imdad company - Abha, 'Asir Region

- Documented configurations and maintenance details in technical reports and diagrams.
- Assisted various departments in maintaining network security and configured routers and firewalls.
- Established and supported wireless LAN controllers and access points to provide wireless solutions with streamlined hardware.
- Performed tests on newly installed hardware and software to provide components that interface correctly with each other and network.
- Configured routers, switches and firewalls to deploy and support LAN, and wireless networks.

IT Specialist   08/2017 - 04/2019

seddiq furniture - Khamis Mushait, 'Asir Region

- Developed step-by-step instructional material to help train and support employees in company systems.
- Monitored security certificates and maintained company compliance with security requirements.
- Researched cost of replacing or updating computer items and reported amounts.
- Improved overall network capabilities by implementing new connectivity configurations.
- Completed company system upgrade to increase end-user efficiency.

CONTACT

- Jeddah, Saudi Arabia
- 85465 0557090839
- mosaadibraheem@gmail.com
- Driving license

SKILLS

- Network troubleshooting
- Local workstations
- VMware
- Remote access technology
- Data network technology
- Network engineering
- Network configuration
- Active Directory
- Windows Server
- Office 365
- Troubleshooting network issues
- Switching protocols

LANGUAGES

Arabic

Native

English

Fluent

IT Technician   05/2015 - 06/2017
prevention medical complex - Ar Rass, Al-Qassim Region

- Prioritized ticket queue, closing interactions and logging requests upon query resolution.
- Optimized desktop, telephony and application infrastructure to meet operational demand.
- Troubleshot various incidents related to hardware, networks and software faults.
- Supported IT department in contract management and equipment purchasing.

EDUCATION

Bachelor of Arts: English department
Tanta University – Egypt

Diploma: IT engineer
online self-learn – Saudi Arabia

Diploma: CCNA
online self-learn – Saudi Arabia

Diploma: A+
Online Self Learn – Saudi Arabia

Diploma: VMware Data center
online self-learn – Saudi Arabia

Diploma: HR management certificate
online self-learn – Saudi Arabia

Diploma: Digital Marketing certificate
online self-learn – Saudi Arabia

Diploma: sales fundamentals certificate
online self-learn – Saudi Arabia

Diploma: Enterpreunership skills certificate