Eslam Ragab

Cairo, Egypt eslamragab222024@gmail.com

01027208804

# Summary

IT Help Desk Specialist with 1+ years of hands-on experience delivering technical support, managing IT operations, and supporting users with a variety of technical issues. Skilled in aligning end-user needs with long-term resolutions to complex IT challenges.

# Experience

Telecom Egypt

Help Desk Specialist • Cairo, Egypt

06/2022 - Present

Conduct troubleshooting to resolve IT-related and application issues for 2,000+ users

Consistently meet call handling goals by closing an average of 47 calls per day with an 80% first call resolution ratio

Developed and implemented an efficient ticketing system to monitor incoming service desk tickets, track incidents, and troubleshoot issues

Provide clients with information on available upgrades and troubleshoot computer-related problems for internal and external clients

Administer all aspects of active directory group policy such as creating and managing end-user accounts using active directory

# Skills

Operating systems, Software troubleshooting, Microsoft office, Windows, Communication skills

# Education

Bachelor of Computer Science

Teba Acadmy • Cairo, Egypt

07/2019

# Certificates

A+ Certification, Network+ Certification, Microsoft Certified Solutions Associate

# Languages

English, Arabic