khaled sadek

Technical Support Engineer at Telecome Egypt

✉ khaledsadek4040@gmail.com 📞 201123411503 📍 Cairo , Egypt

Education

Computer Sciences   Oct 2012 - Jul 2018
Future Academy, cairo

Experience

Technical Support Enginner   May 2019 - Present
Telecome Egypt, Diarb Negm
Telecom Egypt
Technical Support Specialist
May 2019 - Present (3 years 5 months)
Egypt,Al Sharqia Governorate

-Resolving network issues.
-Excellent interpersonal skills.
-Diagnosing and repairing faults.
-Troubleshooting technical issues.
-Managing multiple cases at one time.
-Good written and verbal communication.
-Testing and evaluating new technologies.
-Replacing or repairing the necessary parts.
-Supporting the roll-out of new applications.
-Identifying hardware and software solutions.
-Installing and configuring hardware and software.
-Providing timely and accurate customer feedback.
-Conducting electrical safety checks on equipment.
-Attention to detail and good problem-solving skills.
-Providing support in the form of procedural documentation.
-Following up with clients to ensure the problem is resolved.
-Speaking to customers to quickly get to the root of their problem.
-Talking customers through a series of actions to resolve a problem.
-Prior experience in tech support, desktop support, or a similar role.
-Experience with remote desktop applications and help desk software.

technical support l2 advanced at telecom egypt   Oct 2018 - Apr 2019
Telecome egypt, technology village maadi
-Resolve customer's issues via the telephone, email
-follow ups with customers with recommendations, updates and action plans
-Escalate issues in a timely manner according to Standard Operating Procedures.

Personal details

Website
github.com/khaledsadek

LinkedIn
linkedin.com/in/khaled-sadek00

Technical Support Engineer with strongly passion ,open to learn and apply Technology

Skills

HTML5

CSS

JAVA SCRIPT

C

PYTHON

AWS

SHELL SCRIPT

Agile

MySql

Github

Linux

Tableau

Courses

Udacity Devops Advanced Track   Jun 2022
cloud *DevOps* engineer and learn AWS services, Ansible,
Cloudformation, Docker, Serverless frameworks, and Microservices

Aws training and certifications   Oct 2021
*Data Analytics Fundamentals
*Aws Data offerings
*Aws Cloud Practitioner Essentials
*Aws Foundations Machine Learning

HCIA - Big Data - NTI - National   Jun 2021
Telecommunication Institute
HCIA-Big Data introduces big data open source technology, the
common and important big data component technology principles
in the industry, Huawei big data solution and the basic operation and
application scenario synthesis of big data components.

Projects

- 1- Deploy Static Website on AWS - Create and configure the S3 bucket for website hosting and then deploy the website using AWS's CDN, CloudFront.

- 2- Deploy a high-availability web app using CloudFormation - Deployment of infrastructure using Infrastructure as code by writing CloudFormation scripts to deploy a highly available web app.

- 3- Give Your Application Auto-Deploy Superpowers - Build a CI/CD with the blue-green deployment model

Languages

Arabic

English

German

Word

Excel

Outlook

Hobbies

- Swimming

- Medetation

- ping pong

- Bodybuilding