WALID KHALED ESMAIL AHMED

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ADDITIONAL INFORMATION

I started in IT career in 2019 and got training with Coca-Cola company for 2 years and I got mcsa training with yat center and I passed the exam and got mcsa certificate from Microsoft and I studied A+ and N+ self-study and background ccna course and now I'm searching for a new job and another challenge in my career journey

EXPERIENCE

Andalusia Group For Medical Services
8/2021 -
IT Support Administrator
Egypt Remote Site

Yat learning center
4/2021 - 8/2021
IT Technical support

Coca-Cola Bottling Company
2/2019 - 3/2020
IT Technical Support

On the run
7/2017 - 11/2018
Cashier

Ecco
1/2017 - 6/2017
Call center

SKILLS

Communication skills: I can communicate with each one easily and handle the client

Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Active Learning - Understanding the implications of new information for both current and future problem-solving and decision-making

Systems Analysis - Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Troubleshooting - Determining causes of operating errors and deciding what to do about it.

Attention to Detail - Job requires being careful about detail and thorough in completing work tasks.

Ability to work with a teamwork.

Help customers troubleshoot issues with system configurations with hardware and software to optimize program performance

LANGUAGE

Arabic

English

PERSONAL DETAILS

Date of Birth   : 9/8/1994
Marital Status : Married
Nationality   : Egyptian
ID Number   : 29408090104398

EDUCATION

Future academy

2018

Information systems

Yat

2021

Mcsa Certified From Microsoft

Self-study

2020

A+

Self-study

2020

N+

Self-study

Ccna

Background

Not courses

2019

English Course

OBJECTIVE

I am looking for a challenging job with a rapidly growing organization that can provide me with a range of goals

RESPONSIBILITY

At Coca-Cola company
My responsibilities
At first 6 months, I'm just learning and took the training
unpaid without any salary I didn't make any
troubleshoot just install windows and make the
configuration that's it
After 6 months I started making a lot of tasks
Installing and configuring computer hardware,
software, printers, scanners
Monitoring and maintaining computer systems and
networks daily
Troubleshoots hardware and software and networks
issues
Solve problems remotely or walk-in
DC AD Admin
Exchange Admin

At Yat learning Center
Working at the Maadi branch
I'm responsible for everything
I'm the head and the technical
Installing and configuring computer hardware,
software, printers, scanners
Monitoring and maintaining computer systems and
networks daily
Troubleshoots hardware and software and networks
issues
No DC server just a workgroup
They Have 6 laps and every lab have own switch and
from 15: 20 PC
Every session should make sure everything is working
will
And every new group should search and get their
private sources and install it on every PC