

Mohamed Ahmed shallapy

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Personal Information

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- **Date of Birth:** 28-July-1993
 - **Gender:** Male
 - **Nationality:** Egyptian

Education

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- University:** Al Alsoun Academy ,Information technology .
 - Major:** Information Technology
 - GPA:** (Good)
 - Graduated Year:** July 2015
 - **High school:** Abo bakr elsedek Language School 2011

Career Objective

A highly passionate person to learn new technologies and always try to make the hard work as a challenge to gain more experience as much as I can from the work that I have to finish, and always seeking for enhancing my skills to be qualified to reach my career path goal.

Internships Experience

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- **AXA Egypt .** (From 16 Sept. 2019)
Senior IT Support Specialist, Information Systems - Business support

- Supporting teams and users for solving the issues at all (software – Hardware).
- Working on ticketing system manageengine .
- Installation & configuration of a company's computer hardware operating systems and applications.
- Maintenance and monitoring of computer networks and systems.
- Logging the queries of customers and employees.
- Analysis of call logs in order to discover any underlying issues or trends.
- finding solutions for any issue and implementing it.
- Giving regular maintenance to existing hardware and computer systems.
- Replacing damaged or malfunctioning parts on hardware when necessary:
- Ordering new parts when out of stock.
- Writing reports on the status of all hardware and software in the company.
- Setting up profiles, emails, and issuing access passes for new employees and assisting in all password-related issues.
- Running security checks on all systems.
- Conducting electrical safety tests on all systems.
- Working admin on Kaspersky security center latest versions .

- Youssef&Partners (firm of law)

(From 1 Aug 2017 to 4 Sept. 2019)

IT Technical support

- System administrator office 365,
- Network admin,
- Technical support (hardware,software,IP Telephony,IP Camera's.
- Automation's tools administrator .
- Legal software administrator .
- Achievement's : fast response and stability to the system admin
- Ability to work under stress and active leader.

Courses

- CCNA Self-study,
- Cambridge training college Britain conversation in English (Excellent),
- MCSA Self-study,
- ICDL.

Technology and Method skills

- Very Good knowledge Avaya, Kaspersky security center .
- Very Good Communicator with MS operating system.
- Very Good knowledge in Microsoft office.
- Checking the status of all systems and hardware.
- Responding to help requests from staff members or clients.
- Installing and configuring new systems and hardware.
- Running reports on systems and hardware status.
- Replacing malfunctioning or damaged hardware.
- Troubleshooting software.
- Testing, assessing, and learning about updates and new technology.
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Personal Skills

- Hard Worker.
- Very Good at Self Learning
- Flexible & adaptable.
- Ability to learn new tasks.
- Trustworthy and Helpful.
- Can work individually and as an effective team member.
- Very Good at meeting deadlines.
- Assure that my outputs are as perfect as it should be done.

Languages Skills

- Arabic: Mother Tongue.
- English: Very Good Command both spoken and written.