

# MOHAMED SELEM

Al-Mamzar, Dubai, UAE

## Personal Information

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Nationality	Egyptian
Marital Status	Single
Date of Birth	14/09/1997
Email	<a href="mailto:mohamedselem5931@gmail.com">mohamedselem5931@gmail.com</a>
Mobile	+971523945401
Address	U.A.E ,Dubai, Al Mamzar
Visa Status	Visit Visa

## Executive Profile

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Enthusiastic IT Support with a vast knowledge of Servers Technology, software and framework, seeking to benefit an IT Department with complex Technical knowledge & strong leadership skills.

## Skill Highlights

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### IT Skills:

- Microsoft Windows Server 2016.
- Office 365.

## Education

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Bachelor of accounting, Commerce  
Zagazig university-Zagazig, Egypt.

2019

## Professional Experience

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### IT Support Engineer

Mar 2018 to 2020

ECCO Outsourcing - Cairo, Egypt

- Provided level 3 IT support.
- Installing and configuring computing systems & Working to update them with the new and the necessary program simultaneously.
- Managing day to day operations of software system.
- Creating Home Folders, User Profiles, enabling Disk Quota & assign file permissions for the Users.
- Trained new employees and explained protocols clearly and efficiently.

### IT Help Desk

Feb 2017 to Mar 2018

World Technology Information System, Cairo- Egypt

- Provided level 1 ,2 IT support.
- Troubleshooting LAN Networks including hardware and software installation and set-up, documentation, administration, technical maintenance and user support.
- Liaised with external Help Desk and vendor specialists in seeking solutions to equipment failures.

## Languages

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Arabic : Mother tongue .

English : Professional working proficiency.