



Asmaa hamdy

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Employment Visa - Egyptian
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PROFILE

Hardworking Individual, team player and achiever of tasks with meeting the deadlines in a pressured environment, I am looking to join a progressive organization that has the need for professional abilities.



EDUCATION

- **The University Degree:**
Faculty of computers and information 2017 (computer science).
(Very Good, 81,30%), Attested Certificate.
- **The Graduation Project:**
Website for Electronic voting.
IT Incident Control and resolving online management app.



EXPERIENCE

IT Field support Engineer and SD agent at Ministry of education UAE (from 2019 till now).

- Manage, resolve and update tickets and escalate as needed. Install computer peripherals for users. Conduct diagnostic reviews and produce error reports in order to identify and correct any problems Conduct incident response across the entire incident lifecycle: from initial detection and triage to resolution and after action
- Able to act as Incident Commander as appropriate
- Plan and schedule customer support related trainings to field staffs.
- Handling PC support, Laptop, outlook, Windows, Mac
- Software and hardware troubleshooting, Support on desktops notebooks, printers, scanners hardware components.
- Responsible for providing excellent support and timely service,
- Rectify simple IT fault like cleaning of disk drives and jammed laser printers
- Install and uninstall of software from desktop PCs and laptops
- Any other ad-hoc tasks as assigned

Senior IT Technical Support Engineer at GTW INVESTMENTS (Dubai) from 2018 till 2019.

- Research and identify solutions to software and hardware issues.
- Diagnose and troubleshoot technical issues, including account setup and network configuration.
- Ask customers targeted questions to quickly understand the root of the problem.

- Track computer system issues through to resolution, within agreed time limits.
- Talk clients through a series of actions, either via phone, email or chat, until they've solved a technical issue.
- Properly escalate unresolved issues to appropriate internal teams (e.g. software developers)
- Provide prompt and accurate feedback to customers.

• **Technical support engineer vodafone Egypt 2017 till 2018.**

- Ensure that the customers who come to the Returns & Exchange desk perceive the policy
- Evaluate and prioritize customer support cases
- Act as the primary liaison between company and your customers.
- Communicate and solve customers' problems via phone, email, live chat and face-to-face meetings
- Act as a consultant and offers solutions for customers' problems
- Provide bills for your services
- Track and manage your work record
- Work with all internal groups, including support, sales, engineering, product management, and consulting
- Prepare accurate and timely reports.

Front end web developer engineer at Magdsoft company from 2016 till 2017.

- Use markup languages like HTML to create user-friendly web pages
- Maintain and improve website
- Optimize applications for maximum speed
- Design mobile-based features
- Collaborate with back-end developers and web designers to improve usability
- Get feedback from, and build solutions for, users and customers
- Write functional requirement documents and guides
- Create quality mockups and prototypes.



SKILLS

Language Skills

- English "Second Language"
- Arabic "Mother Tongue"

Computer Skills

- High Level of Computer Literacy, including ability to use Microsoft Office Programs.
- Html, css, java script, php, c#.
- Good communication and interpersonal skills.
- Now studying CCNA and MCSA 2016.

Personal Characteristics

- Team Player, Desire to improve systems and processes
- Comfortable performing the more routine parts of the job and yet able to deliver and help with more technical areas, Able to work under pressure and to deadlines
- Comfortable in a small office team environment.