Ahmed Sameer Abdon

IT Specialist

✉ eng.ahmed.sameer0@gmail.com   in Ahmed Sameer Abdon   ⬡ Ahmed Sameer Abdon   📞 0556970170

PROFILE

As a dedicated IT Specialist with experience in computer information systems, networking, and hardware, I thrive in fast-paced environments that require problem-solving and technical expertise. I provide IT support, maintain system infrastructure, and ensure network stability. My hands-on experience in both full-time and trainee roles has equipped me with strong troubleshooting skills and a deep understanding of IT operations. Passionate about technology and continuous learning, I am eager to contribute to innovative projects and enhance business efficiency through IT solutions.

PROFESSIONAL EXPERIENCE

IT Specialist   04/2024 – 10/2024
Bernasos Stationary   6 October, Egypt

- Provide comprehensive technical support and troubleshooting to end-users, resolving hardware, software, and network issues efficiently.
- Manage and maintain the organization's IT infrastructure, including servers, networks, and workstations, ensuring optimal performance and minimal downtime.
- Perform regular system backups, software updates, and patch management to maintain the security and integrity of IT systems.

EDUCATION

Bachelor's Degree in Computer Science and Information Systems   09/2019 – 07/2024
October 6 University   6 October, Egypt
Graduation Project
  GPA: A (Excellent)
  Carbon Footprint Calculator Website Designed and developed an interactive web application that allows users to calculate and reduce their carbon footprint.

SKILLS

Technical Skills

- **Networking & IT Infrastructure**
  - Computer Information Systems
  - Network Administration
  - System Troubleshooting
  - IT Support & Helpdesk
- **Computer Hardware**
  - Hardware Installation & Maintenance
  - PC Assembly & Repair
  - Peripheral Devices Configuration
- **Software & Tools**
  - Windows & Linux Operating Systems
  - Active Directory & User Management
  - sophos, 3cx, web mail..ect
  - Cloud Computing Fundamentals

Other Skills

- **Project Management & Methodologies:**
  - ITIL Framework
  - Agile & Scrum Methodology
  - System Analysis & Design
- **Soft Skills:**
  - Communication: Strong ability to explain technical concepts to non-technical users.
  - Problem-Solving: Analytical thinking to diagnose and resolve IT issues efficiently.
  - Collaboration: Working with cross-functional teams to ensure seamless IT operations.
- **Development Tools & Version Control:**
  - PowerShell & Bash Scripting
  - Python Fundamentals
  - Git & GitHub

CERTIFICATES

Professional Front-End Web Development
Nanodegree program

Web Development Challenger Track
Udacity and Ministry of Communications and Information Technology