



ABDALLAH HEGAZY



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DXB



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EDUCATION

Bachelor of Commerce
Tanta University, Tanta, Egypt
August 2010 - June 2014

LANGUAGES

English

Upper intermediate (B2)

Arabic

Proficient (C2)

PERSONAL DETAILS

Date of Birth / Age:

19/11/1991

Nationality: Egypt

Marital Status: Married

Religion: Muslim

PROFESSIONAL SUMMARY

Trained IT worker skilled with hardware and software. Analytical in investigating problems, tracing root causes and correcting routine or serious issues. Communicates easily with technical and non-technical personnel to deliver quality support.

WORK HISTORY

September 2019 - Current

Ministry of Education - IT support engineer, Dubai

- Installed new software for users and monitored version and patch update requirements.
- Monitored and performed hardware and software upgrades to network servers, including operating systems and applications.
- Troubleshoot network issues and provided rapid solutions to limit downtime.
- Answered user questions about hardware and software operation to help resolve problems.
- Assisted various departments in maintaining network security and configured remote routers and firewalls.
- Troubleshoot various incidents related to hardware, networks and software faults.
- Arranged computers, routers and printer to achieve proper workstation.
- Setup, configured, and troubleshoot Microsoft 365 applications.
- Managed and maintained user accounts, permissions and security settings in Active Directory.
- Carried out new hardware installations and updates, keeping systems functional and secure.

November 2018 - September 2019

Azizi Developments - IT support engineer, Dubai

- Installed new software for users and monitored version and patch update requirements.
- Monitored and performed hardware and software upgrades to network servers, including operating systems and applications.
- Troubleshoot network issues and provided rapid solutions to limit downtime.
- Performed tests on newly installed hardware and software to provide components that interface correctly with each other and network.
- Established and supported wireless LAN controllers and access points to provide wireless solutions with streamlined hardware.
- Supported various operating systems and server technologies.
- Answered user questions about hardware and software operation to help resolve problems.

February 2018 - October 2018

Alrasikhon Real Estate - Real estate agent, Ajman

- Answered phone calls and emails from potential and existing customers.
- Managed customer relationships to achieve high satisfaction rate.
- Advertised properties to general public via networking, brochures, adverts and multiple listing services to maximise exposure.
- Showed residential properties and explained features, value and benefits of available homes.
- Coordinated appointments with prospective buyers to showcase houses and plots.

January 2016 - November 2017

Al Sallamy Technical Solution CO. - IT technician, Hafer Al Batin, KSA

- Troubleshoot various incidents related to hardware, networks and software faults.
- Arranged computers, routers and printer to achieve proper workstation.
- Setup, configured, and troubleshoot Microsoft 365 applications.
- Installed new software for users and monitored version and patch update requirements.
- Followed technical documentation for accurate installation, maintenance and repair work.
- Managed and maintained user accounts, permissions and security settings in Active Directory.
- Prepared equipment for staff use, installing cables, operating systems, and software.

March 2015 - January 2016

Town team - Accountant, Alexandria, Egypt

- Prepared monthly bank reconciliations and compiled reports for financial reviews.
- Analyzed monthly balance sheet accounts for corporate reporting.
- Generated invoices based on established accounts receivable schedules and terms.
- Accurately documented all cash, credit, fixed assets, accrued expenses and line of credit transactions.
- Analysed monthly balance sheet accounts for corporate reporting.

SKILLS

- Team player
- Process Improvement
- Exceptional communicator
- Active Directory
- Staff education and training
- Telecommunications
- Windows Server [2012](#)
- Hardware support
- Office 365
- Customer communication

CERTIFICATIONS AND LICENSES

Technical Support Fundamentals From Google