

Islam Mohamed Ezzat.

IT Support.

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Personal Statement

A skilled and adaptable IT Support professional, with extensive experience helping clients and colleagues to resolve the complicated technical issues. I am always enthusiastic to learn and undertake new challenges.

Duties and Responsibilities

- Diagnosing and resolving hardware and software complex problems.
- Meeting customers face to face and handling their problems.
- Involved in the rollout of software updates, patches and upgrade.
- Investigate specialist and complex IT issues.
- Configuring and managing backups & restore procedures.
- Maintaining a wide range of computer hardware & software.
- Developing the IT System and periodic maintenance.

Professional Skills

- Installing and configuring of Microsoft Windows and Mac software.
- In-depth knowledge of operating systems, Microsoft Windows and Mac OS.
- In-depth knowledge of MS Office Suite (Word, PowerPoint, Excel, Outlook).
- Exceptional skills dealing with computers.
- Web development (HTML, CSS, Javascript, JQuery, JSON, AJAX, PHP & MYSQL).
- Graphic designing (Photoshop, Illustrator, InDesign, CorelDRAW and Lightroom).

Professional Experience

- IT Support at Land Mark Metals (Abu Dhabi, U.A.E) January 2016 till date.
- Freelance Graphic Designing (2013 - 2015).
- IT Support and Web Developer at (AL DAWLYA Real Estate - Tanta, Egypt) February 2012 - March 2013.

Education

- 2010 – 2013 Higher Institute of IT Tanta EGYPT.
- 1998 – 2009 Primary - Secondary School UAE.

Courses and Workshops

- 2017 Learning How to Learn - an online course authorized by University of California, San Diego and offered through COURSERA.
- 2013 Web Development course basics and advanced - Egypt.
- 2011 General English course - Egypt.
- 2001 Windows 2000 basics - UAE.

Language Skills

- Arabic: Native speaker.
- English: Excellent.

Personal Skills

- Good organization, with attention to detail.
- Quick learner, keen to learn and improve skills.
- Self-motivation and ability to take the initiative.
- Excellent client facing skills.
- Punctuality and time-keeping.
- Written and verbal communication skills.
- Teamwork skills.

Personal Profile

- Name: Islam Mohamed Ezzat Attia.
- Father's Name: Mohamed Ezzat Attia
- Date of Birth: 16/09/1991.
- Nationality: Egyptian.
- Marital Status: Single.
- Driving License: UAE Driving License.
- Visa Status: Residence, Expiry: 27-01-2018.
- Passport No.: A14703630.

Hobbies

- Photography
- Reading
- Fishing
- Running

Declaration

I hereby declare that all the above given particular and details are true to the best of my knowledge and belief, and I am also willing to give my best for the organization.

Note: References available on request.