

MUHAMMED RAMDAN RASHED RAMDAN

Information Technology Specialist

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SUMMARY

I am an Information Technology Specialist with a Bachelor's degree in Computer and Information Sciences. I have hands-on experience in managing and supporting IT infrastructures in a fast-paced environment. Adept at troubleshooting technical issues and implementing security measures. I am passionate about enhancing user experience and ensuring system performance.

EXPERIENCE

Network and IT Specialist

Lord Refrigeration and Air Conditioning

📅 05/2023 - 05/2024 📍 Cairo

Lord Refrigeration and Air Conditioning specializes in refrigeration and air conditioning solutions.

- Manage and maintain the core network infrastructure to ensure high performance and availability
- Provide technical support to over 200 users, resolving hardware, software, and network issues
- Implement security measures that reduced system vulnerabilities by 85%
- Collaborate with development teams to support application deployment and maintenance

IT Support Technician

Lord Refrigeration and Air Conditioning

📅 01/2022 - 01/2023 📍 Cairo Egypt

Lord Refrigeration and Air Conditioning specializes in refrigeration and air conditioning solutions.

- Delivered first-level technical support via phone, email, and in-person, achieving an 85% user satisfaction rate
- Assisted in the installation and configuration of network devices and servers
- Developed and maintained documentation for IT processes and user manuals

EDUCATION

Bachelor's degree in Computer and Information Sciences

Delta Higher Institute for Engineering and Technology

📅 09/2019 - 06/2023

TRAINING / COURSES

CCNA

Mcsa

KEY ACHIEVEMENTS



Project Leader

Led project reducing IT downtime by 30% in one year.



Security Improvement

Enhanced network security, decreasing vulnerabilities by 85%.



User Satisfaction

Achieved 85% user satisfaction through effective support.



System Upgrade

Implemented system upgrade, boosting performance by 40%.

LANGUAGES

Arabic
Native



English
Advanced



SKILLS

CCNA Cisco Configuration

DHCP DNS Linux macos

MCSA Microsoft Windows

Microsoft Windows Server tcp

TCP/IP VPN Windows

Windows Server