

PERSONAL INFORMATION

Youssef Noshi Okasha



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Sex Male | Date of birth 13/05/1996 | Nationality Egyptian

PREFERRED JOB

IT Specialist And Infrastructure

Help desk
Technical supports

WORK EXPERIENCE

November 2023 – Till Now

IT Specialist And Infrastructure

Advanced Construction Company - ACC, Madina – KSA www.advancedconstruction.com.sa

- Network infrastructure network security Provided existing product support and assisted developers and engineers in new product design
- Directed design and implementation of various computer software and hardware programs
- Provide support for existing products and staff assistance.
- Updating and maintaining devices and systems to keep pace with developments
- Contribute to the development of the company's strategic and business plans, particularly in relation
- Conduct pre-operational risk assessments on new sites and design risk
- to information technology and communications systems, in support of the company's mission and core objectives.
- Microsoft environment including Active Directory, Exchange web servers, Storage and Backup Solutions.
- Technical / commercial Evaluation of Hard ware / OS / Software's
- Printer, desktop, laptop installation Support software programs by troubleshooting and upgrading. Help desk assistance. Consumable ordering including printer cartridges
- Worked with information technology department to manage internal systems, perform troubleshooting and minimize downtime.
- Responded to help desk tickets from internal associates and external clients, and documented problem and solution.
- Install Software All Apps Autodesk And CSI And All Apps Design
- Creating a local network in outside And King Salman Park Madina and continuous follow-up to prevent any problems.
- Creating a local network in external projects with Wi-Fi access settings and installation
- (autodesk-csi) Microsoft Office-outlook- Microsoft Teams
- A user is also created and (join to domain)
- permissions through (group policy)
- Routing and Switching
- STATIC IP DHCP DNS
- windows server installed (-2019-2022)
- VMware
- Troubleshooting
- Access control
- CCTV

April 2021– October 2023

Help Desk2B Company – Cairo– Egypt www.2b.com.eg

- application installation and support, configuration issues, performance tuning, Disaster recovery, troubleshooting and problem identification, plus project
- Technical support for employees
- Carry 1st and 2nd level repairs of all customer devices Laptop-pc
- training for the international computer driving license (ICDL)
- training (N+ - CCNA) Maintained Hardware \ Software of the centre Pc's
- permissions through (group policy)
- Routing and Switching
- Fingerprint
- CCTV

March 2020– December2020

Technical supportsPolice Academy – Cairo Egypt apc.gov.ae

- Software Hardware for Wireless devices (Motorola)-(Pc)-(Laptop)
- troubleshooting and problem identification
- Installing and operating the printer detecting and fixing printer errors and changing the Cartridge
- Creating a local network in external projects with Wi-Fi access settings and installation
- Routing and Switching
- Access control
- CCTV
- Fingerprint

TRAINING – Learn IT Academy

*CCNA

*CCNP

*MCSA

*A+

*N+

*ICDL

- Communication skills**
- good communication skills
 - Creative
 - Team work

Language

Arabic Mother language
English Good
SPANISH BEGINNER

ICT SKILLS

- Networks
- Systems
- Access Control
- Attendance
- Word, Excel, PowerPoint, Access, Outlook
- Computer Hardware, Computer Software
- Windows Operating Systems (Desktop & Server)
- Troubleshooting and Diagnostics
- Phone & Email Technical
- Customer Service Support
- Software Installation
- Problem-solving
- Innovation
- Support
- Printer Support
- Software-Hardware
- CCTV