

# Mohamed Ibrahim Shehata

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## 🎯 Objective

-Motivated and detail-oriented IT Help Desk Specialist with hands-on experience in user support, troubleshooting, hardware/software maintenance, and customer service. Proven ability to work under pressure, resolve technical issues efficiently, and provide outstanding client satisfaction.

- Seeking to leverage my IT support skills in a challenging Help Desk role to improve system efficiency and user experience.

-IT Help Desk Specialist with 2+ years of experience in customer support and technical troubleshooting. Proven track record in achieving 90% first-call resolution and managing 200+ daily customer interactions. Certified in IT Technical Support and CCTV systems.

## 👤 Personal information

- Nationality: Egyptian
- Gender: Male
- Date of birth: July 5, 1997
- Marital status: Single

## 📁 Experience

**Xceed Egyptian Electricity Holding Co.**  
Call Center Agent.

*June 2022 - Present*

- Managed high-volume customer support, resolving 200+ daily inquiries with professional complaint resolution.
- Delivered accurate product/service information, maintaining 90% customer satisfaction rate.
- Implemented First Call Resolution (FCR) methodology, achieving 90% resolution rate on initial contact.
- Reduced average problem resolution time by 30% through optimized troubleshooting processes.
- Escalated complex technical issues to appropriate departments following established protocols.
- Recognized as top performer for consistent achievement of KPIs and quality standards.

## 📖 Education

**Modern Academy for Science and Technology.**  
Computer Science.

*Graduation year 2016 – 2020*

## 📄 Training

**General Petroleum Company IT Trainee**

- Assisted users with hardware,software issues printers, computers, networks.
- Solved login issues, email errors, VPN problems, and software crashes.
- Logged and tracked tickets via systems e.g., ServiceNow, Zendesk.
- Installed and configured Windows, Office, antivirus software.
- Performed basic network troubleshooting Wi-Fi, LAN, IP conflicts ,TCP/IP, DNS.
- Managed user accounts in Active Directory password reset, access control.

## Technical skills

- Hardware and software troubleshooting.
- Network support and diagnostics.
- Ticketing systems e.g, ServiceNow, Zendesk.
- User account management Active Directory.
- Operating systems windows.
- Microsoft Office Suite.
- Antivirus tools.

## Soft Skills

- Strong communication and interpersonal skills.
- Excellent computer literacy.
- Team player and multitasker.
- Problem-solving and time management.
- Ability to work under pressure with a positive attitude.
- Attention to detail and organization.

## Language

Arabic: Native

English: Intermediate

## Certification

**Course IT Technical support,IT Help Desk by Engineer Hassan Saleh Murshid**

*Certified by Maaref Platform, 2025*

**Course Surveillance cameras system CCTV and IP CAM**

*Certified by Maaref Platform, 2025*

**Course Cisco CCNA 200-301 In Arabic CCNA explanation**

*Certified by Maaref Platform, 2025*

## Reference

**References: Provided upon request after initial interview.**