

# Mohamed Tag El-Ezz

## IT Technical Support

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## PROFILE

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IT Technical Support professional with expertise in troubleshooting, hardware and software maintenance, network administration, system installation, configuration, and end-user support. Skilled in Windows environments, Active Directory, and network security.

## PROFESSIONAL EXPERIENCE

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### IT Technical Support,

07/2024 – 07/2025

*Red Sea Company for Concrete Products & Equipment.*

Provided technical support for hardware, software, and networking issues. Responsible for installing, configuring, and maintaining computer systems, printers, and other peripherals.

Monitored network performance, performed troubleshooting, and ensured minimal downtime for business operations.

Assisted staff with IT-related inquiries and conducted basic training on system usage.

## EDUCATION

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### Bachelor's in Computer Science,

05/2024

*Higher Institute of Computer Science - 6 October*

## COURSES

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**Cisco Certified Network Associate (CCNA),** *selfStudy*

**Microsoft Certified Solutions Associate (MCSA),** *SelfStudy*

**CompTIA A+,** *SelfStudy*

**CompTIA N+,** *SelfStudy*

## PROJECTS

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### **Network Configuration Simulation**, *Academic Project*

Designed a secure LAN network using Cisco Packet Tracer, implementing VLANs and router configurations. Improved network performance and security through troubleshooting and optimization.

## SKILLS

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- IT Troubleshooting
- Technical Help Desk Procedures
- Critical Thinking and Problem Solving
- Listening and Responding Skills

## LANGUAGES

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- Arabic
- English