



AHMAD YAHYA

IT TECHNICAL SUPPORT ENGINEER

CONTACT

+2010 64 46 08 08

eng.ahmadyahya@gmail.com

Qalyoubia, Egypt.



PERSONAL DATA

- Date of Birth: 17/04/1983
- Nationality: Egyptian
- Marital Status: Married
- Military Service: Exempted

EDUCATION

2000 - 2008

Faculty of Computers & Artificial
Intelligence

CAIRO UNIVERSITY

LANGUAGES

- Arabic (Native)
- English (Very Good)

PROFILE

I'm a Dedicated IT Technical Support Engineer with many years of experience in troubleshooting & system maintenance. Seeking to leverage my expertise in IT technical support to enhance the staff experience. Committed to applying my problem-solving skills to drive technical efficiency & productivity. Besides that, I also have many years of experience as a graphic designer.

WORK EXPERIENCE

IT Technical Support Engineer

OCT 2024 - PRESENT

TRUE DREAM TRAVEL

- Offer technical support to staff & troubleshoot IT problems.
- Install & update company software & hardware as needed.
- Diagnose & resolve hardware, software, & network issues in a timely manner.
- Provide orientation & guidance to users on how to operate new software & computer equipment.
- Resolve technical problems with LAN, WAN, Wi-Fi, Printers, Android or Apple devices, & other systems.
- Performing data backups & disaster recovery procedures.
- Remotely troubleshoot technical problems reported by staff & provide effective solutions or workarounds.
- Assist in setting up IT infrastructure & internet connectivity in the new offices.
- Install & configure MS Outlook & other tools.
- Employees Monitoring Using Cameras Systems Via Internet.
- Provides technical support to users for voice calling systems (VOIP).

Graphic Designer (Remotely)

JUL 2023 - MAR 2025

AMEELY TRAVEL

- Designing Company's Offers (Brochures, Flyers, & Infographics).
- Web Admin Of Company's Website & Software Systems.

Graphic Designer & IT Specialist

OCT 2021 - JUN 2023

BOOKING CENTRAL

- Designing Company's Offers (Brochures, Flyers, & Infographics).
- Maintenance & Network Of Company's PCs.

COURSES

- **Digital Marketing:**
@ Marketer Academy
- **Web Design - Adobe Products:**
@ Russian Cultural Center
- **A Principle of Software Testing:**
@ Herotec Center
- **Microsoft .NET 2005:**
@ FCAI - Cairo University
- **PC Hardware Maintenance:**
@ ISI - Ministry of Defense

TOOLS

- Adobe Photoshop
- Adobe Illustrator
- MS PowerPoint
- MS Outlook
- MS Excel
- MS Word

WORK EXPERIENCE (CONT.)

- **Web Administrator, Graphic Designer & Social Media Specialist** AUG 2020 - SEP 2021
AMEELY TRAVEL
 - Social Media Specialist (Facebook & Instagram).
 - Designing Company's Offers (Brochures, Flyers, & Infographics).
 - Web Admin of Company's Website & Software Systems.
 - Maintenance & Network of Company's PCs.
- **Web Admin & Graphic Designer** SEP 2019 - JUL 2020
BOOKING GATE
 - Designing Company's Offers (Brochures, Flyers, & Infographics).
 - Web Admin Of Company Website.
- **Web Admin & Graphic Designer** AUG 2014 - AUG 2019
AMEELY TRAVEL
 - Designing Company's Offers (Brochures & Flyers), Banners, Rollups, & Adv. On AHRAM Newspapers.
 - Web Designing for Company Website.
 - Web Admin of Website, Facebook Page & All Company Software Systems.
- **IT Specialist** MAY 2010 - JUL 2014
AMEELY TRAVEL
 - Help & Solve Daily IT Application Problems.
 - Monitor Mail Problems (Delay, or Unreachable Emails).
 - Help Desk Support for PC's User Requests, LAN, WAN.
 - Performing Regular Backups.
 - Hardware Maintenance (PCs, Laptops, Printers, & Routers)
 - Employees Monitoring Using Cameras Systems Via Internet.
 - Microsoft Office Support (Word, Excel, PowerPoint, Outlook.)
 - Diagnose Hardware & Software Problems, then Replace Defective Components.
 - Evaluating Hardware Prices & Performance.
 - Providing IT Support to Computer Users Within the Company.
- **IT Technical Support** AUG 2008 - APR 2010
CAIRO INFORMATION TECHNOLOGY
 - Computers Hardware Parts Assembly.
 - Installing Windows, Office, & All programs Needed For Customers.
- **Sales & Maintenance** NOV 2007 - MAY 2008
EL-DAWLEYA CO. FOR MODERN SYSTEMS
 - Computers Hardware Parts Assembly.
 - Installing Windows, Office, & All Programs Needed For Customers.

References Are Available Upon Request