

**ESAM MOHAMED ABAZA**  
**IT Support Engineer**  
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## ***OBJECTIVE***

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Seeking a challenging and growing career in IT Industry where I can learn latest Technologies as well as management skills and make valuable contributions.

## ***PROFESSIONAL EXPERIENCE SUMMARY***

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As a certified and qualified IT Professional (MCSA), I have extensive knowledge in providing Administration and IT Support, diagnosing complex problems, troubleshooting, and consistently delivering effective IT solutions. I possess strong technical know-how, analytical, time management, coordination, and communication skills. I am an excellent organizer who can function well under work pressure, maintain a positive teamwork environment, and develop mutual respect and rapport.

My responsibilities as an IT Support Specialist include providing phone and desktop end-user support for hardware and software issues. This includes software installs, hardware installs, imaging, permission modifications, troubleshooting network connectivity issues, and OS installations. I ensure that issues are resolved or escalated in a timely manner while maintaining a high level of customer service. I provide technical documentation, enforce and update policies and procedures, and maintain up-to-date records.

I have proven strengths in strong troubleshooting installation and configuration skills. I am able to work with and maintain relations with staff and clients on all levels. Additionally, I implement a schedule of system backups and database archive operations to ensure data/media recoverability through proper administration of offsite storage and retrieval services. I troubleshoot hardware components and diagnose problems, perform installation and configuration of Windows 7 and Windows 10, and configure and troubleshoot various devices like scanners, webcams, modems, Ethernet cards, switches, routers, card readers, wireless devices, and wireless printers.

## ***TECHNICAL CERTIFICATION***

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- ❖ **MCSA** - Microsoft Certified System Engineer
- ❖ **CCNA** - Cisco Certified Network Associate
- ❖ CompTIA Network+
- ❖ CompTIA A+ • Training
- ❖ Introduction to Programming Using Python
- ❖ System Administration by Microsoft
- ❖ System Administration: Backup and Recovery
- ❖ Explore a Career in IT Support • 16 hours
- ❖ Getting Started with Windows Server 2022 • 9 hours
- ❖ Introduction to Programming Using Python

## TECHNICAL SKILLS

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Skills	Details
<b>System / Network Administration</b>	Installation of Windows OS, USB & Network Printers, Wireless devices, Access point, LAN troubleshooting, IP Configuration, Hardware devices, File sharing, Application Management, Software installation, Backup, Recovery, Windows troubleshooting, Hardware troubleshooting, Antivirus, Network troubleshooting, Port Forwarding, Wireless Extender, CCTV Management, Network devices, routers, switches, End user support, Remote Support.
<b>E-mail Setup and configuration</b>	<b>SMTP, POP3 and IMAP</b> mails configuration, Communicate with ISP and Client Server Architecture. Outlook Express, Microsoft Outlook, Microsoft Office 365 Licenses, Accepted domains, One Drive Licenses, One Drive account and setup, Outlook backup and restoration, Email migration, Outlook troubleshooting, Email Forwarding & management, Email backup and restore.
<b>Website &amp; Domain Administration</b>	Domain registration, Domain Management, cPanel account creation and configuration, DNS Management, DNS Records, User Management, Website backup, Website migration, Plugins Update, Website Management, Ecommerce management, Order tracking & delivery management, Payment Gateway registration and Integration through Plugins.
<b>Windows Server</b>	Windows <b>Server installation and configuration</b> , Active Directory, Group Policies, FTP server, File server, Backup, Restoration, Troubleshooting etc.

## ACADEMIC EDUCATION

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- ❖ **EI-Zarka Higher Institute for Commercial Science and Computer Technology**
  - ✓ Bachelor of Management Information Systems / August 2017 - May 2021
  - ✓ Grade: very good
  - ✓ (MIS) is a degree program that combines elements of business management and information technology to prepare graduates for careers in managing and leveraging technology solutions within organizations.
  - ✓ Activities & Societies: Actively engaged in open-source technology communities, contributing to relevant projects and utilizing version control tools like Git.  
Collaborated with developers to enhance software solutions.

## HARD SKILLS

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Problem Solving • Remote User Support • System Administration • Network Security • Internet Security  
Network Configuration • Network Printers • Desktop Computers • Help Desk Support • Technical Support

## ***WORK EXPERIENCE***

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**Organization Name:** 4Life Network Group Advertising  
**Location:** Cairo, Egypt.  
**Duration:** June 2021 - March 2023  
**Role:** IT Support Engineer

### **Responsibility:**

- Installing and configuring various operating systems, applications, and software.
- Administered Windows Server 2019 R2, Windows XP, Vista, Windows 7, Windows 8, Windows 10, Active Directory, DNS, DHCP, and Print Server Setting up and
- installing new computer hardware, software, printer, router, networks and software.
- Installing and configuring computer hardware, software, systems, networks, printers, and scanners.
- Monitoring system performance 24/7 and alerting the team if any server or website is down.
- Ensuring security and efficiency of IT infrastructure.
- Responding to service issues and requests in a timely manner.
- Meeting with users to determine the quality of service and identify user needs.
- Regularly checking websites, servers, and mobile applications to ensure they are working properly.
- Configuring and activating new Microsoft 365 email and OneDrive accounts.
- Managing licenses for all Microsoft 365 and Acronis accounts.
- Managing domains, users, and administration through cPanel and Active Directory.
- Updating and fixing small changes on WordPress websites and updating WordPress plugins.
- Installing, configuring, and troubleshooting Microsoft Outlook and email accounts.
- Administering ecommerce websites, such as adding products, updating banners, creating promo codes, and checking online orders to ensure delivery schedules.
- Setting up and upgrading cPanel accounts for new domains and configuring DNS settings for the domains.
- Communicating with clients about website requirements and upgrades and assigning tasks to the team.
- Communicating with the team about all issues and ensuring tasks are completed on time.
- Communicating with clients about new projects, collecting requirements and data, and assigning tasks to team members.
- Setting up Acronis backup for Microsoft 365 accounts and workstations according to client needs.
- Registering and integrating payment gateways through plugins.

## ***WORK EXPERIENCE***

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**Organization Name:** Electronic Home, Inc.  
**Location:** Egypt, Hybrid.  
**Duration:** August 2019 to February 2021  
**Role:** IT Support Specialist

### **Responsibility:**

- Installing and configuring various operating systems, applications, and software.
- Escalating issues to the L2 support team and following up with the team and client until the issue is resolved.

- Meeting with users to determine the quality of service and identify user needs.
- troubleshooting including switches and Passive Cabling, Network printers MS outlook configurations & backups
- Configuring and Troubleshooting Wireless network in the client laptops. Giving remote support to the clients.
- VPN configuration, kiosk machines and Share point.
- Installing and configuring new network printers, wireless printers, USB printers, and providing technical support
- Updating all tickets with resolutions in HPSM and closing tickets after the issue is resolved.

**Organization Name:** ILLA SOFTWARE  
**Location:** Cairo, EGYPT  
**Duration:** January 2018 - May 2019  
**Role:** IT Service Desk

**Responsibility:**

- Installation Configuration and Troubleshooting of Windows10, Windows7 Windows XP Professional & Windows2003.
- Installation of front-end software as per user requirements. Handling Desktop \ Network related troubleshooting.
- Installation \ Configuration of Application Software as per the client request.
- Complete installation and maintenance of Analog & IP CCTV systems and assisting information systems during daily operation.
- Troubleshooting and maintenance of hardware resources such as Cameras,DVR/NVRs, Desktops, Laptops, Printers, Router and network connectivity

**PERSONAL INFORMATION**

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<b>Full Name</b>	Esam Esam Mohamed Abaza
<b>Gender</b>	Male
<b>Date of Birth</b>	15 <sup>th</sup> November, 1997
<b>Passport Details</b>	A33871014 Expiry Date: 5 <sup>TH</sup> May, 2030
<b>Visa</b>	Visited visa.
<b>Languages</b>	Arabic,English.
<b>Nationality</b>	Egyption