

MUHAMMED SAYED

IT HELP DESK | CUSTOMER SERVICE | DATA ENTRY | SHARJAH, UNITED ARAB EMIRATES | +971552887499

DETAILS

Sharjah
United Arab Emirates
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muhamm3dsay3d@icloud.com

Date of birth
3-7-1994

LINKS

[LinkedIn](#)

SKILLS

CompTIA+

CompTIA Network+

Active Directory

Azure

Remote Access Tools

Windows

Mac OS

Linux

Network Architecture

Ticketing Systems

Office 365

Troubleshooting

Phone Support

Customer Service

Communication Skills

Problem Solving

Team Player

Dedicated

Data Entry & Management

LANGUAGES

Arabic

English



PROFILE

Experienced IT Help Desk professional with a strong background in delivering exceptional customer service, data entry, and troubleshooting IT issues. Proficient in handling software and hardware installations, maintenance, and support. Skilled in providing technical assistance while ensuring a positive customer experience and accurate data entry. Adept at collaborating with teams to ensure timely resolution of technical problems and efficient data management.



EMPLOYMENT HISTORY

IT Help Desk at Embee Group of Companies, Egypt

February 2019 — June 2023

- Diagnosed, troubleshooted, and resolved service issues for customers with a focus on technical expertise and customer satisfaction.
- Answered incoming customer support calls and created detailed tickets to track and resolve issues.
- Provided support to the IT department on upgrades and software roll-outs, ensuring smooth data entry processes.
- Installed and configured software and hardware for end users, maintaining accurate records of the process.

IT Help Desk at Team IT, Egypt

January 2018 — February 2019

- Performed remote troubleshooting using diagnostic techniques and relevant questions.
- Collaborated with customers to determine and implement the best solutions for their IT issues, maintaining accurate data entry records.
- Provided accurate information on IT products and services to assist customers effectively.
- Identified and suggested helpful improvements in procedures, streamlining data entry processes.

IT Help Desk at Al Shorouk Academy, Egypt

March 2017 — January 2018

- Troubleshoot hardware and software problems and recommended upgrades and configurations.
- Monitored system performance and proactively addressed potential issues.
- Collaborated with cross-functional teams to identify and resolve hardware and software issues.



EDUCATION

Bachelor of Law, Zagazig University, Egypt

September 2012 — May 2019



CERTIFICATIONS



- Expertise Certificate, Embee Group



COURSES



Foundational Support, Zendesk



Web Development, Senior Steps Academy