# Seif Eldien Ahmad Mohammad

Junior IT Technical Support Engineer
+20 100 800 5482 | seifahmed7293@gmail.com | Fayoum, Egypt

## Professional Summary

Junior IT Technical Support professional with hands-on experience supporting Windows systems, hardware, printers, networking, CCTV, and client-site technical issues. Strong foundation in TCP/IP, DNS, Active Directory, Linux, and system administration, with a problem-solving approach and experience documenting technical procedures. Comfortable communicating technical information clearly and working through issues systematically. Seeking an onsite IT Technical Support / Help Desk role focused on user support, remote troubleshooting, ticket handling, and issue resolution.

## Work Experience

**Junior IT Support** — Arslan Tech | Fayoum, Egypt 09/2026 — Present

- Provide technical support during onsite client assignments involving computers, printers, network connectivity, and related IT equipment.
- Perform Windows installation, basic system configuration, and troubleshooting of software and hardware-related issues.
- Install and configure printer drivers, including Kyocera printers, and provide users with basic usage and troubleshooting guidance.
- Configure IP cameras by assigning network settings and creating administrative access as part of CCTV deployment activities.
- Participated in CCTV installation activities, including deployment of Tiandy IP cameras and installation of analog cameras at client locations.
- Perform basic network and cabling checks and assist with connectivity testing during infrastructure and VoIP-related work.
- Follow technical procedures and coordinate with senior technicians when issues require additional configuration or escalation.

**IT Support Trainee** — National Telecommunication Institute (NTI) 08/2025 — 09/2025

- Designed and configured network topologies using Cisco Packet Tracer.
- Deployed and managed Active Directory lab environments.
- Performed hardware and software troubleshooting.
- Practiced Windows system installation, configuration, and issue resolution.
- Applied networking fundamentals and connectivity troubleshooting.
- Practiced technical support and system administration scenarios in lab environments.

**Cybersecurity Intern** — Young Cyber Knights Foundation | Remote 09/2025 — 10/2025

- Applied system and network troubleshooting concepts in practical lab environments.
- Assisted with technical and security-related tasks and investigated technical issues using networking and security tools.
- Collaborated with technical and security teams and supported technical documentation and operational workflows.

## Skills

- **IT Technical Support**: Hardware & software troubleshooting; Windows installation & configuration; system maintenance; user support; printer & peripheral troubleshooting; basic CCTV configuration & troubleshooting; issue diagnosis; technical documentation.
- **Networking:** TCP/IP; DNS; DHCP fundamentals; IPv4/IPv6; VLANs; VPN fundamentals; network troubleshooting; Cisco Packet Tracer; basic connectivity diagnostics.
- **System Administration:** Active Directory basics; user & permission management; Windows administration fundamentals; Linux administration; basic network monitoring.
- **Tools & Scripting:** Linux Terminal; Wireshark; Nmap; Python; Bash scripting; Git / GitHub.
- **Additional Technical Exposure**: VoIP fundamentals; PBX fundamentals; firewall fundamentals; Windows Server fundamentals; Microsoft 365 fundamentals; ITSM & ticketing concepts.
- **Soft Skills:** Problem-solving; technical troubleshooting; clear communication; step-by-step technical guidance; teamwork; documentation & reporting; attention to detail; fast learning.

## Languages

Arabic (Proficient (C2)), English (Upper Intermediate (B2)), Spanish (Beginner (A1))

## INTERNSHIPS & TRAINING

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- Practiced technical support and system administration scenarios in lab environments.
- Applied system and network troubleshooting concepts in practical lab environments.
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## COURSES & TRAINING

- Linux & networking fundamentals; technical troubleshooting and analysis; hands-on lab environments.
- Python fundamentals; OOP basics; data structures; debugging; automation scripting; 40+ practical labs.
- Network architectures and protocols; IPv4/IPv6 configuration; network troubleshooting; Cisco Packet Tracer.

## Courses

- Jr. Penetration Tester Learning Path - TryHackMe (05/2026)
- Python Essentials 1 & 2 - Cisco Networking Academy / Python Institute (04/2026)
- Networking Essentials - Cisco (01/2025 - 03/2025)

## Education

**Bachelor of Science in Mathematics & Physics** — Faculty of Science, Fayoum University | Fayoum, Egypt