

Walid Sayed Abd El-Rahman Elsayed

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Personal Information

Martial Status : Married
Religion : Muslim
Nationality : Egyptian
Date of Birth : June 02nd 1976

Career Objectives

A Challenging Opportunity in a well established organization in the field of IT/Computing

Education

University: The High Institute for Computing
Certification: Bachelor of Computer Science May/ 98
Grade: V.G

Courses:

Windows 2003 /2006
Microsoft Office 2003 /2006
Windows xp /2003
Microsoft Office xp /2001
Windows 2000 Server /2001
Windows 2000 /2001
Administering Windows NT 4.0 / 99 / Excellent
Windows98 / 99/ V.G.

Windows 95 /97/ Excellent
Excel /98/ Excellent
Int+dos 96/ Excellent

Languages

Arabic : **Mother Tongue**
English : **Good**

Experience:

➤ **WORK HISTORY**

American University in Cairo , IT Supervisor

Social Research Center

January 2007 present

Solving Hardware, Software [PCs, Printers, Scanners, Laptops] and Network Communications Problems

Preparing a new [PCs, printer, laptop, scanners] for using

Responsible for data backup

Responsible for SRC computer lab

Responsible for updating Inventory system

Preparing and support workshops

Help in Purchasing a New Printers, PCs, PCs Accessories

Installation of Windows x, Ms Office x, Outlook x, and all needed programs

Solving user's personal computer problems

Help Users in Purchasing a New personal Printers, PCs, PCs Accessories

Point Co., Technical support Engineer

May 2004 till January 2007

1-Installation of Windows 9x, Windows NTx, Windows ME, 2000, XP

Ms Office x, Outlook x, .etc,

2-Solving Hardware, Software and Network Communications Problems at

Customer Sites

- 3- Installation of New PCs, Printers, Laptops, Scanners, etc,**
- 4-Repairing and Maintenance of Brand Name Computers such as Dell, Compaq, HP**
- 5-Good Experience of Installing and supporting Different Types of Software**
- 6- Excellent Internet Knowledge**

Reckitt Benckiser Egypt Ltd., IS Consultant
April 2001 till April 2004

- 1-Responsible for two Network in Cairo & Borg Elarab including 25 Users and 10 Printers, 2 Switches, 2 Leased lines from Cairo to Borg Elarab and UK**
- 2-Installation of Windows9x, WindowsNTx, WindowsME, 2000, Xp Ms Office x, Outlook x,**
- 3-Solving Hardware, Software and Network Communications Problems**
- 4-Hardware Acquisition: Responsible for Purchasing New Printers, PCs, PCs Accessories**
- 5-Repairing and Maintenance Brand Name Computers such as Dell, Compaq, HP**
- 6-Good Experience of installation several programs**
- 7- Excellent Internet Knowledge**

Point Co., Technical support Engineer
May 1999 till April 2001

- 1-Installation of Windows9x, WindowsNTx, WindowsME, 2000, Xp Ms Office x, Outlook x, .etc,**
- 2-Solving Hardware, Software and Network Communications Problems at Customer Sites**
- 3- Installation of New PCs, Printers, Lab Tops, Scanners, etc,**
- 4-Repairing and maintenance brand name Computers such as Dell,Compaq,HP**
- 5-Good Experience of installation several programs**
- 6- Excellent Internet Knowledge**

El-Fath Co., Technical support Engineer
July 1998 till April 1999

- 1-Installation of Windows 9x, WindowsNTx, WindowsME, 2000, XP**

- Ms Office x, Outlook x, .etc,**
- 2-Solving Hardware, Software and Network Communications Problems at Customer Sites**
- 3- Installation of New PCs, Printers, Laptops, Scanners , etc,**
- 4-Assembling Compatible Computers**
- 5-Good Experience of Installation Several Programs**
- 6- Excellent Internet Knowledge**