



Aly Mustafa

IT TECHNICIAN

Details

Giza
Egypt
01024075581
am942662@gmail.com

Skills

Customer Service

Communication Skills

Computer Skills

Languages

Arabic

English

Profile

Accustomed to handling IT support, managing IT projects, and supporting various engineering departments with IT tools and applications. An extremely focused and detail-oriented technician who is capable of accurately analyzing, diagnosing, and repairing a variety of issues using advanced equipment and comprehensive checklists.

Work Experience

Business Developer , Tiktok Agency, Cairo

JUNE 2024 – PRESENT

- Developed a business plan and raised initial capital from investors to launch the business
- Developed and implemented a business continuity plan that ensured business operations continued seamlessly in the event of a crisis
- Conducted market research and analyses to identify new business opportunities and trends

IT Support, S Smart , Giza

MARCH 2023 – NOVEMBER 2023

- Provided technical support for hardware, software and network issues, resulting in a X% customer satisfaction rating
- Installed and configured new hardware and software systems, ensuring they were optimized to meet user needs
- Provided remote technical support to users, resulting in a X% customer satisfaction rate
- Developed a customer service portal that allowed users to easily log service requests and access support materials

Team Leader, B.TECH, Cairo

OCTOBER 2021 – FEBRUARY 2023

- Ensured team members had the resources, tools, and training needed for success
- Resolved conflicts in a professional and timely manner
- Evaluated team performance and provided constructive feedback to help team members improve
- Developed team goals and objectives and monitored progress to ensure successful completion of tasks

Education

Bachelor's degree in Computer Science , Culture and Science City, Giza

OCTOBER 2019 – JUNE 2023

Diploma of Software Testing at Amit - Currently