
Waleed Fathy Abd El-Fattah

Personal Information

- ✚ **Date of Birth:** 8 December 1981
- ✚ **Marital status:** Single
- ✚ **Military status:** Exempted
- ✚ **Nationality:** Egyptian

Contacts

- ✚ **Phone:** +20 22677540
- ✚ **Mobile:** +20 100079151
- ✚ **E-mail:** w.fathy@hp.com , waleedfathy@msn.com
- ✚ **Address:** 91 Saqer Korish, Sheraton Heliopolis, Cairo, Egypt.

Objective

Summarize job responsibilities into a few sentences, which adequately define the position and could be used in a job vacancy announcement.

- ✚ Maintain the success of Information Technology Services through Customer Support.
- ✚ Provide for the success of the ITS Onsite Support Services (OSS) unit through effective supervision, management and development of the OSS team.

Languages

- ✚ **Arabic** (Native)
- ✚ **English** (Excellent command of speaking and writing)
- ✚ **French** (Fair)

Education

El-Obour High institute (AIH) [Faculty: **Computer Science**] (Graduated **2004**)

Skills

- ✦ Operating Systems: Windows 95/98/ME - Windows NT/2000/XP/Vista/7 (workstation & server).
- ✦ MS Word, Excel, PowerPoint, Outlook, HTML, and Java Scripts.
- ✦ Excellent knowledge of unwanted programs on a server and desktop i.e. spyware, malware.
- ✦ Excellent knowledge of hardware components and hardware troubleshooting procedures.
- ✦ Working knowledge of Server hardware systems such as RAID, Tape Drives.
- ✦ Clear understanding of Windows Event logs and how to identify problems.
- ✦ Good knowledge of Backup software, devices, (and NTBackup) troubleshooting.
- ✦ Experience with remote support applications and techniques (e.g. VPN, RDP and VNC).
- ✦ Working knowledge of Active Directory administration
- ✦ Experience with configuring ADSL routers and Wireless Access Points.
- ✦ Experience with logging and following up calls with external suppliers and service providers.
- ✦ Ability to liaise with user or senior technician to collect information about problem.
- ✦ Ability to lead users through diagnostic procedures to determine source of error.
- ✦ Quick learner with ability to translate complex ideas and processes into technical facts.
- ✦ Excellent organizational skills and ability to prioritize workload.
- ✦ Ability to handle problem recognition; research, isolation, resolution and follow-up for routine user problems, referring more complex problems to supervisor or senior technical staff.
- ✦ Ability to work in a pressurized environment; solve, evaluate and prioritizes computer problem queries.
- ✦ Ability to ensure the timely completion of all support tickets, tasks and provide weekly status reports.
- ✦ Attention to detail and precision, solid work ethics concerning meeting deadlines and reliability.
- ✦ Excellent communication and interpersonal skills.

Work Experience

2003 – 2004 Logicana computers and hardware (**Maintenance**) *_Part Time_*

2004– 2007 Arab Development & Housing Company ADH (**IT Department**) *_Full Time_*

2007 – Current... Hewlett-Packard Egypt (**Ericsson Account**) *_Full Time_*
Onsite Technical Support Engineer (**Team Leader**)

- ✦ Provide 1st, and 2nd line technical support queries professionally and efficiently,
- ✦ Maintaining a high degree of customer service.
- ✦ Ensure that all SLA's are met.
- ✦ Work effectively and productively with 3rd line support.
- ✦ Take ownership of user problems, perform a technical diagnosis and fix the issue either remotely or on-site.
- ✦ Document all calls on the call logging system.
- ✦ Produce statistics each month on Helpdesk issues.
- ✦ Participating in activities related to the implementation or rollout of new hardware, services and solutions.