

# Youssef Mahmoud Saber Mahmoud

## Specialized Computer & Network Maintenance Technician

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## Professional Summary

A certified and qualified IT technician with over 6 years of hands-on experience in diagnosing and repairing computer hardware, setting up networks, and maintaining systems. Holder of prestigious international certifications from companies like Microsoft, Cisco, and CompTIA, with a proven ability to troubleshoot and resolve complex hardware and software issues efficiently. Seeking to apply my extensive technical expertise in a specialized computer and laptop maintenance role to ensure the highest levels of performance and user satisfaction.

## Technical Skills

- **Desktop Maintenance:**
  - Comprehensive experience in maintaining all types of desktop computers, including custom builds, imported PCs, Small Form Factor (SFF), and Full Tower cases.
  - Diagnosing and repairing all hardware component failures, from disassembly, replacement, and installation to precise soldering of electronic parts.
- **Laptop Maintenance:**
  - Advanced experience in maintaining all types of laptops, including gaming, standard, imported, and notebook models.
  - Disassembling, installing, replacing, and repairing all internal components, with the ability to perform complete device overhauls.
- **Software Maintenance:**
  - Installing, configuring, and troubleshooting operating systems (Windows, Linux) and optimizing their performance.
  - Removing viruses and malware, and securing systems against cybersecurity threats.
  - Deleted data recovery and backup management.
  - Resolving software compatibility issues and driver conflicts.

- Providing remote technical support using RDP and TeamViewer.
- **Networking:**
- Setting up and configuring Local Area Networks (LAN/WAN) using Cisco devices.
- Troubleshooting network issues, TCP/IP protocol, and cabling.
- Setting up and securing wireless (Wi-Fi) networks.

## Work Experience

Assembly and Maintenance Technician | Badr Group | Egypt  
(2023 - 2024)

- Assembled custom PCs according to client specifications, ensuring component compatibility.
- Performed routine maintenance and repairs on desktop and laptop computers.
- Provided technical support to customers, diagnosing and resolving faults.

IT Manager (Remote) | The Global View Restaurant | Makkah, KSA  
(January 2022 - 2023)

- Remotely managed and maintained the IT infrastructure, including POS systems and computers.
- Provided technical support to staff, resolving hardware and software issues to ensure business continuity.
- Executed periodic system updates and scheduled data backups for all company devices.

IT Manager (Remote) | Asia Oasis Tourism | Makkah, KSA  
(2022 - 2023)

- Oversaw the maintenance and security of company servers, employee laptops, and network equipment.
- Provided remote technical support to employees, resolving a wide range of IT issues.
- Implemented a preventive maintenance schedule that reduced system downtime by 25%.

Freelance IT Technician & Consultant | Upwork, Fiverr  
(2018 - Present)

- Provided on-site and remote technical support to over 30 clients, specializing in PC diagnostics, repair, and OS installation.
- Successfully diagnosed and resolved a wide range of hardware conflicts and software compatibility issues.
- Advised clients on hardware procurement and system upgrades to meet their specific needs.

## Education

- **Bachelor of Technology in Computer Science** | El Sewedy University of Technology (In

Progress)

- **Preparatory Year and Training in the Computer Field** | Ural Federal University, Yekaterinburg - Russia (2024 - 2025)
- **Industrial Apprenticeship Diploma (Computer Specialization)** | Smart Computer School, Minya (2021 - 2023)

## Certifications & Training

### Networking & Cybersecurity:

- CompTIA A+ Certified Technician
- CompTIA Network+
- Cisco Certified Network Professional (CCNP)
- Cisco Certified Network Associate (CCNA)
- Introduction to Cybersecurity Awareness (HP LIFE)
- Ethical Hacking

### Cloud Computing:

- Microsoft Certified: Azure Administrator Associate
- Microsoft AZ - 900: Azure Fundamentals
- AWS Cloud Fundamentals

### Programming & Software Development:

- Foundational C# with Microsoft
- Fundamentals of Accelerated Computing with CUDA C/C++ (NVIDIA)
- Introduction to the Internet of Things and Embedded Systems (University of California)
- Materials Science: 10 Things Every Engineer Should Know (University of California)

### Digital Marketing & Design:

- Fundamentals of Social Media Advertising (Meta)
- Social Media Marketing (AlqadasiBiz)
- 3-Month Design Internship Completion Certificate (Canva)

## Languages

- **Arabic:** Native
- **English:** Advanced
- **Russian:** Advanced