

Fares hussein

IT Support Specialist

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EXPERIENCE

Telecom Egypt, Egypt— Technical Support Agent

OCT 2024 - Present

Delivered first-line support for internet and mobile services.
Diagnosed and resolved software, hardware, and connectivity issues.
Maintained documentation for support tickets and customer interactions.
Ensured high customer satisfaction and timely resolution of issues.

Value Conferences & Exhibitions, Egypt— Sales Specialist

Jan 2020 - Jan 2021

Conducted product demonstrations and handled customer inquiries.
Built strong client relationships and contributed to exceeding sales goals.

Ski Egypt – Majid Al Futtaim, Egypt— Senior photographer

May 2017 - Jan 2020

Engaged directly with customers and captured professional images.
Delivered high-quality service and supported team productivity.

Final Touch Design House, Egypt—Project Coordinator

Jan 2015 - Mar 2017

Coordinated project timelines, resources, and team collaboration.
Acted as liaison between clients and project teams to ensure satisfaction.

EDUCATION

Modern Academy University, Egypt — 2017-2022

Bachelor of Management Information Systems.

SKILLS

Technical Support & Troubleshooting.
Cisco Packet Tracer & Microsoft Office.
Network Configuration (LAN/WAN, DNS, DHCP, VPN).
Active Directory & Remote Access Tools.
Windows Environments.
Google Workspace.
Problem-Solving & Communication.

LANGUAGES

Arabic - native

English - good

