

MOHMED YAGOUB ABDALGDER AHMED

TECHNICAL SUPPORT

Email: abdalgader2425@gmail.com **Mob:** +447985734298 **Address:** Manchester, UK

SUMMARY

Highly enthusiast computer and network troubleshooting person, with a solid understanding on Routing, switching windows, Linux operating system, a strong self-learner passionate about developing my technical skills, in order to develop my career in networking and cyber security.

INDUSTRY KNOWLEDGE

- Strong knowledge of diagnosing, repairing, and maintaining computer hardware, peripherals, and software issues. Experience with PC assembly, operating systems (Windows, Linux, macOS), and application support.
- In-depth understanding of network topologies, protocols (TCP/IP, DNS, DHCP), and networking devices such as routers, switches, and firewalls, gained through the CCNA certification. Experience in configuring .and troubleshooting LAN/WAN connections.
- Familiarity with security protocols, malware protection, and encryption practices. Knowledge of basic cybersecurity principles, such as access control, firewalls, and VPNs, to ensure secure system operations.
- Expertise in providing technical assessment to end users, troubleshooting issues remotely or in person and guiding client through the problem-solving steps, strong communication skills for resolving technical queries efficiently.
- Hands-on experience with installing, configuring, and managing various operating systems. Understanding of virtualization technologies (e.g., VMware, Hyper-V) for efficient resource management and deployment of virtual machines.

EDUCATION

Bachelor of Computer Application -

BANGALORE UNIVERSITY-2019

CERTIFICATIONS

CompTIA A+

CCNA 200-301

MCSE Server 2019

LANGUAGES

Arabic

Native proficiency

English

Professional working proficiency

SOFT SKILLS

Problem Solving

Team Work

Critical Thinking

INTERESTS

Self-improvement | Sport and Health