



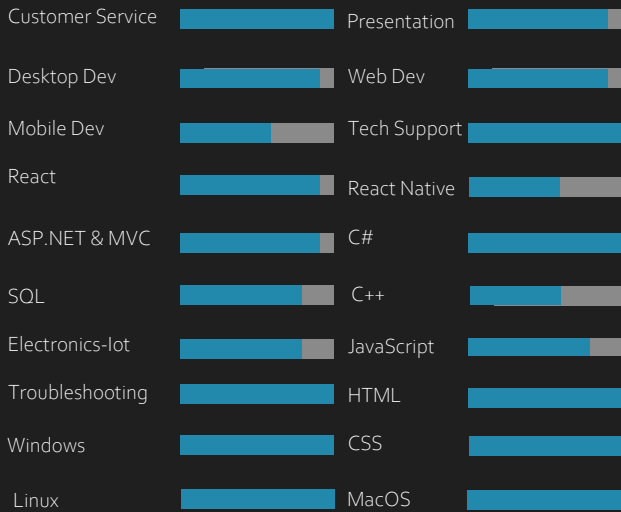
Profile

Looking forward to a new challenge in a thriving environment that allow me to grow

Dedicated, Love to learn new things, self-learner, Patient, hard worker, multi-tasker, social & devoted to my work

Interests: Strategy Games, Adventures, Programing & Electronics, Watching TV Series & Animations

Skills



Languages



DIA ELDIN ATTIA

Address: 13 Al-Hady. off Ahmed Orabi St. Al-Mohandeseen

Cairo, Egypt.

Phone: +201000522445.

Email: serpent_eyesus@hotmail.com

Experience

- 2018-2019 **IT Engineer, Ericsson, Romania**

 - Providing 1st and 2nd line support on premises and remotely.
 - Support end users on devices, such as, but not limited to: Desktops, laptops, printers, phones, routers, switches and Handhelds. Both software and hardware support.
- 2013-2016 **End User Computing Analyst, KAUST, Saudi Arabia**

 - Providing 1st and 2nd line support on premises and remotely.
 - Support end users in case of problems on devices, such as Desktops, laptops, printers, phones, routers, switches and handhelds. Both software and hardware support.
 - Review all purchase order and deploy equipment's requested the users.
 - Assets management.
 - Managing Servers and backups.
 - Software development (desktop and web apps).
 - Robotics and automations (Arduino & Raspberrry Pi).
- 2012-2013 **IT Team Leader, Digital Solutions Provider, Saudi Arabia**

 - Manage procurements and deployments orders
 - Builds custom tools for the team.
 - Cloud Computing Consultancy.
 - CRM development.
 - Directing and coordinating with team members remotely based on tasks.
 - Generate reports & custom reports.
 - Plan, organize, direct, control and evaluate the operations of information systems and software life cycle.
 - Develop and implement policies and procedures for systems operations
- 2009-2012 **System Design & Integration Engineer, AFHCO, Saudi Arabia**

 - Design multi-tenant platforms and systems
 - Systems Installation and Configuration.
 - Cost estimation for projects and maintenance.
 - Technical documents write up.
 - Testing and debugging.
 - Operators & Technical training.
- 2007-2008 **Customer Service Agent, Orange, Egypt**

 - Customer Service Handling customers, offering services, answer inquires, troubleshoot problems, assist new agents

Education

- 2001-2006 **University**

Bachelor's Degree Computer Science
- 1998-2001 **High School**

Al Orman High School

Courses

- | | | | |
|----------------------------|--------------|------------------|------------------|
| Enterasys , Siemens | Waldo | Microsoft | Microsoft |
| Switching & Netowrking | VSAT | Server & Client | C# ,ASP,ADO & EF |

Self-Study

React ,React Native,C++ ,Arudino, Raspberrry Pi , Linux ,MacOS ,Javascript , HTML , CSS , Photoshop, jQuery, AJAX