Abdelhmeed Mohsen Elshorbagy

IT Manager | Cyber Security Enthusiast | Computer & AI Student

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Summary

Motivated Computer & AI undergraduate with strong passion for Cyber Security and IT management. Currently working as an IT Manager at Amwag Company, with hands-on experience in system administration, technical support, and customer service. Skilled in problem solving, C++, leadership, and continuously improving through technical training.

Professional Experience

- **IT Manager**   Feb- Present 2025
    - Managing IT systems, networks, and cyber security operations.
    - Overseeing day-to-day IT support and ensuring smooth workflow.
    - Leading small IT projects and team coordination.

- **Customer Service Representative**   Aug- Feb 2024-2025
    - Assisted clients with technical and service-related queries.
    - Provided efficient support and improved customer experience.

- **Ticketing Agent**   jun – Aug 2023
    - Managed ticket reservations and booking systems.
    - Supported backend ticketing operations.

Internships

- **Summer Intern - NTI & ITIDA**
    - Linux Red Hat Administrator
    - Machine Learning Essentials
- **Summer Intern – ITI**
    Frontend Web Development (MERN stack)

Education

- **Bachelor's in Computer Science & Artificial Intelligence**

    Minya National University (MNU)   2024-2028 (Expected)

    Current GPA: 2.44

Languages

- Arabic – Native Language
- English – (Reading & Writing) Excellent | (Listening & Speaking) Very Good

Courses

- **Technical Support Fundamentals**
  - Hardware.
  - Operating System.
  - Networking.
  - Software.

Technical and Personal Skills

- C++
- Problem Solving
- C#
- IT Support & System Administration
- Cyber Security - Red Teaming, Ethical Hacking, Bug Hunting & Penetration Test (Learning Path)

Personal Skills

- Leadership .
- Teamwork.
- Strategic Thinking