

Ahmed Mahmoud Mokhtar Rihan

IT Support Specialist • Help Desk Engineer • Technical Support • ICT Teacher

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PROFESSIONAL SUMMARY

A motivated IT professional with experience in IT Support, Help Desk, Technical Support, ICT Education, Customer Service, and Computer & Mobile Maintenance. Owner and Technical Manager of Elmokhtar Repair Center since 2020. Strong troubleshooting, communication, and problem-solving skills with a passion for technology and continuous learning.

PROFESSIONAL EXPERIENCE

Owner & Technical Manager Elmokhtar Repair Center

2020 – Present

- Computer maintenance
- Mobile phone repair
- Hardware troubleshooting
- Customer support
- Technical consulting
- Printer configuration
- Laptop maintenance
- Windows installation
- Software troubleshooting
- Inventory management
- Basic networking

Previous Roles

IT Support Specialist • Help Desk Specialist • ICT Teacher • Call Center Representative

EDUCATION

Bachelor of Commerce

Higher Institute for Qualitative Studies — Giza | Accredited by Cairo University

SKILLS & COMPETENCIES

TECHNICAL SKILLS

- IT Support
- Help Desk
- Technical Support
- Desktop Support
- Computer Maintenance
- Mobile Maintenance
- Networking Fundamentals
- Microsoft Office
- Customer Service
- Windows Installation
- Hardware Troubleshooting
- Software Troubleshooting
- Remote Support
- Problem Solving

SOFT SKILLS

- Communication
- Leadership
- Teamwork
- Time Management
- Fast Learner
- Customer Focus
- Analytical Thinking

LANGUAGES

Arabic (Native) English (Good)