

HAYTHAM HASSAN

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PROFESSIONAL SUMMARY

IT Support Specialist with over 10 years of experience in technical support, network administration, CCTV systems, and Building Management Systems (BMS). Proven ability to reduce system downtime, resolve complex technical issues, and enhance user satisfaction. Skilled in troubleshooting, preventive maintenance, and implementing IT solutions that improve operational performance.

CORE SKILLS

- IT Support & Help Desk Operations
 - Network Configuration & Troubleshooting
 - Hardware & Software Installation
 - System Maintenance & Monitoring
 - CCTV / DVR / NVR Systems
 - Building Management Systems (BMS)
 - Cloud Services & VPN Support
 - Preventive Maintenance (PPM)
 - Ticketing Systems & User Support
 - Fire Alarm & Security Systems Integration
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PROFESSIONAL EXPERIENCE

IT Technician — Edara Property Management

Cairo, Egypt | Jan 2024 – Present

- Troubleshoot network, VPN, and system issues to ensure continuous operations.
- Install and configure hardware, software, and CCTV systems to enhance security.
- Provide technical support for servers, cloud services, and BMS systems.
- Reduced system downtime by 20% through proactive maintenance (PPM).
- Improved security response time by 30% via optimized surveillance monitoring.
- Conducted regular maintenance on network infrastructure for optimal performance.

Technical Support Analyst — Victory Link

Cairo, Egypt | Jan 2014 – Jul 2023

- Resolved hardware, software, and network-related issues for internal and external users.
- Managed ticketing systems, averaging over 350 resolved tickets per month.
- Installed and configured systems, ensuring minimal downtime.
- Increased user satisfaction by 25% through faster issue resolution.

- Supported diverse clients to maintain peak system performance.

Sales & Marketing Specialist — Al Qaswaa Pharma

Cairo, Egypt | Jun 2012 – Apr 2014

- Processed over 200 financial and administrative documents monthly with 100% accuracy.
- Developed and executed marketing campaigns to boost brand visibility.
- Collaborated with cross-functional teams to align sales strategies with market trends.

Sales Representative — Ibn Sina Pharmacy

Cairo, Egypt | Mar 2010 – May 2012

- Provided customer support, product assistance, and issue resolution.

Administrative Affairs & Accounting — Nodcar

Cairo, Egypt | Mar 2006 – Aug 2010

- Managed accounting records, procurement follow-up, and Excel-based documentation.
 - Supported networking and system maintenance tasks.
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EDUCATION

Bachelor's Degree in Management Information Systems

Cairo Higher Institutes

Cairo, Egypt (2005 – 2009)

Diploma in Mobile Application Development (Android)

TECHNICAL SKILLS

- Operating Systems: Windows, Linux
 - Networking: LAN/WAN, TCP/IP, DHCP, DNS, VPN
 - Tools: Active Directory, Microsoft 365, Ticketing Systems
 - Hardware: Routers, Switches, Servers, CCTV Systems
 - Software: MS Office Suite, Remote Desktop Tools, Antivirus Solutions
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LANGUAGES

- Arabic: Native
 - English: Advanced
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KEY ACHIEVEMENTS

- Reduced IT system downtime by 20% through proactive maintenance.
 - Enhanced security monitoring efficiency by 30%.
 - Resolved over 350 monthly support tickets with high customer satisfaction.
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