



Mahmoud Akram

Technical Support Professional / Data Entry Clerk

Education

Applied Science Private University | B.Sc. Software Engineering

2014 — 2018

Graduated with Distinction (**Excellent**).

Relevant Coursework: Database Systems, Operating Systems, Network Architecture, Software Testing & QA.

Arab Community College | Diploma in Graphic Design

2012 — 2014

Graduated ranked **3rd in class**.

Skills gained: Graphic software proficiency, attention to detail, and working under strict deadlines.

Relevant Professional Experience

Data Entry & Tech Support | Al-Koukh

2024

- Delivered first-line support for the company's Inventory Management System (IMS).
- Ensured data integrity through accurate item creation and SKU configuration.
- Managed barcode generation/configuration and POS integration.
- Processed shipment and stock-transfer data with high accuracy.

Assistant Technical Support Engineer | Nazo Group

2020-2021

- Installed and configured POS systems, peripherals, and Windows OS.
- Troubleshot hardware/software issues for internal and external users.
- Deployed essential business and security software across multiple devices.
- Resolved daily operating system, connectivity, and device-related issues.

Data entry | Arzo for exchange

2019 — 2020

- Performed Fast and accurate data entry.
- Ensured accuracy and consistency in financial and operational records.
- Used Excel/Sheets advanced features for daily data processing.
- Detected and rectified data discrepancies.
- Organized and maintained digital documentation for fast retrieval.

CONTACT INFO

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SKILLS & ABILITIES

Technical Skills

- Windows administration (Win 11/10/older).
- Basic networking: router setup, connectivity diagnostics.
- Hardware support: PC/Laptop/POS setup, troubleshooting, and maintenance.

Programming

- Fundamentals: HTML, Javascript, Java, C++, C#.

Software & Tools

- Microsoft office Suite.
- Remote Support Tools: AnyDesk, TeamViewer.
- Adobe Suite: Illustrator, Photoshop, InDesign.

Additional Skills

- Fast and accurate typing.
- Ability to quickly learn and master specialized software.