

Abdelhmeed Mohsen Elshorbagy

Computer Science & AI Student | IT Professional

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PROFESSIONAL SUMMARY

Motivated Computer Science & Artificial Intelligence undergraduate (Class of 2028) with hands-on experience in IT management, system administration. Currently managing IT infrastructure and network security at Amwag Company while pursuing formal training in ethical hacking and penetration testing. Completed internships in machine learning, and frontend web development. Eager to apply technical skills and problem-solving ability in a challenging internship environment.

EDUCATION

Bachelor of Science in Computer Science & Artificial Intelligence 2024 – 2028 (Expected)

Minya National University (MNU)

PROFESSIONAL EXPERIENCE

IT Manager | Amwag Company. Feb 2025 – Present

- Manage and maintain company IT infrastructure including servers, networks, and endpoints.
- Implement and monitor cyber security policies to protect systems and sensitive data.
- Provide day-to-day IT support, troubleshoot hardware/software issues, and ensure operational uptime.
- Lead small-scale IT projects from planning to deployment, coordinating with cross-functional teams.

Customer Service Representative | Amwag Company Aug 2024 – Feb 2025

- Handled technical and service-related inquiries, consistently improving client satisfaction.
- Diagnosed and resolved customer-reported technical issues efficiently.

Ticketing Agent | Amwag Company Jun 2023 – Aug 2023

- Managed ticket reservations and booking operations using backend ticketing systems.
- Ensured accuracy of booking records and delivered prompt customer service.

INTERNSHIPS & TRAINING

Summer Intern – Linux & ML Track | NTI & ITIDA

- Studied Machine Learning and Deep Learning essentials including supervised/unsupervised learning concepts.

Summer Intern – Frontend Web Development | ITI (Information Technology Institute)

- Built responsive web applications using the MERN stack (MongoDB, Express.js, React, Node.js).
- Developed practical skills in HTML, CSS, JavaScript, and React component architecture.

TECHNICAL SKILLS

Programming Languages: C++, C#, Python, SQL, JavaScript

Web Development: HTML, CSS, React, Node.js, Express.js, MongoDB (MERN Stack)

IT & Systems: System Administration, Network Management, Technical Support.

Cyber Security: Ethical Hacking, Penetration Testing, Bug Hunting, Red Teaming (Learning Path)

Tools & Platforms: Windows Server, Git, Claude Code

COURSES & CERTIFICATIONS

- Technical Support Fundamentals – Google (Hardware, OS, Networking, Software)
- Machine Learning & Deep Learning Essentials – NTI & ITIDA
- Frontend Web Development (MERN Stack) – ITI

SOFT SKILLS

Leadership • Teamwork & Collaboration • Problem Solving • Strategic Thinking • Working Under Pressure • Continuous Learning

LANGUAGES

Arabic: Native

English: Reading & Writing – Excellent | Listening & Speaking – Very Good