

To whom it may concern
Working Experience Certificate

CNS (Computer Network Services , Internet service provider) is a high Tech. Company that appreciate hardwork , teamwork and interpersonal skills .

Eng. Mona Hamdy Elteety thrived and excelled in that environment , she has proven herself as a dynamic person, team player, self motivated, reliable, willing to learn to improve her skills more and more and extremely dedicated to the company .

While her stay at CNS for 9 months, she has worked in several fields and excelled in all .

She worked as a technical instructor and course developers .

She also worked with the Network Operating Center (NOC) in monitoring system performance , network installation and troubleshooting .

She worked as a marketing technical interface responsible for major accounts .

She also worked in customers technical support by answering incoming calls from customers requesting technical assistance by collecting critical information and providing appropriate technical answers .

She has good communication skills and she was responsible for writing reports on technical daily activities of the company .

Eng. Mona Elteety has proven herself in the following fields :

- 1- Manage and support CNS office in Egypt and Sphinx at Sunnyvale at CA. USA .
- 2- Developing technical courses for engineers and giving training sessions in Internet Technology .
- 3- PC administration : manages HW/SW installations ,upgrade and maintenance .
- 4- UNIX administration on several platforms such us FREE BSD ,SUN OS and Linux .
- 5- DNS , Email , FTP setup and virtual hosting .
- 6- Support WIN95 , windows 3.11 networking including TCP/IP , MS office application support .
- 7- Installation of Microsoft proxy server .and NT 4.0 system administration .
- 8- Programing with Borland C/C++ language .
- 9- Excellent experience in INTERNET tools and software packages and HTML programming .
- 10- Good understanding of TCP/IP Microsoft LAN and WAN technologies .
- 11- Experience with 3COM communication servers and Cisco routers .
- 12- WIN95, WIN 3.11, MS office suite, custom applications HW/SW configurations and installations .

President of the board

Eng. Shawky Bishr

M. Shawky B.



Assigned board member
& Executive manager
Mahmoud Elgohary



References :

Shawky Bishr, President & CEO
Sphinx Internet Services CA. USA.
Computer Networks Services, Inc. Alex. Egypt
Email : sbishr@sisnet.net
Phone: 408-328-1750 USA ,Sunnyvale