Abdalla Mohamed Ahmed Adam

Technical Support

Qatar | 30282575 | Abdalla.inj97@gmail.com

Objective

A highly skilled Technical Support professional with expertise in troubleshooting and resolving complex issues efficiently. Adept at managing network infrastructures, including TCP/IP, IP addresses, subnets, DNS, DHCP, LAN/WAN, and VPN. Proficient in installing and configuring operating systems, maintaining hardware and software, and creating and managing technical documentation. Seeking to leverage my strong problem-solving abilities and technical expertise in a challenging IT support or network administration role to contribute to organizational success and enhance system performance.

Experience

Ministry of Infrastructure and Urban Development- Sudan | Technical Support **2023-2023**

- I efficiently troubleshot and resolved technical issues, reducing recurring problems by 80% through proactive maintenance and system monitoring. I managed and configured network infrastructures, including TCP/IP, IP addresses, subnets, DNS, DHCP, LAN/WAN, and VPN, significantly improving network reliability. I also installed and configured operating systems, enhancing overall system performance and user experience. Furthermore, I conducted regular hardware and software maintenance, solving 90% of technical issues promptly, and developed updated technical documentation, streamlining troubleshooting processes and support efficiency.

Al-Hashab Organization for Rural Development- Sudan | Technical Support **2022-2023**

- I provided consistent and precise technical support, achieving a 99% success rate in resolving technical issues. I was responsible for selecting and preparing the necessary equipment and tools for technical support and maintenance, ensuring rapid issue resolution. Additionally, I diagnosed and repaired equipment malfunctions, significantly minimizing downtime and improving system continuity. I also contributed to the installation and updating of operating systems and software, optimizing the organization's overall system efficiency.

Sabah Sayed Company for Importing Medical Supplies-Sudan | Technical Support **2020-2022**

- I delivered comprehensive technical support for various digital systems, improving operational efficiency and minimizing disruptions. I quickly identified and corrected system errors, ensuring uninterrupted workflow. In addition, I handled the installation and configuration of operating systems and software, resulting in improved system performance. I also worked on enhancing digital awareness among employees, strengthening their ability to use systems securely and efficiently.

Volunteer

- **Hamad Medical Corporation | Doha-Qatar** **50 hours**

Education

Bachelor of Honors in Information Technology

Emirates College of Science and Technology. **Graduation Year: 2022**

Major: system analysis | Minor: Technical support

Certificates

- ITIL4

ACHIEVEMENT

- Sudanese Ambassador for Positive Reading Club.
- Founder of the Lamtna Ketab Al-Gadarif initiative
- Founder of the Helping technology Initiative
- Unpublished scientific paper (Towards Privacy-preserving Content-based

Image Retrieval in Cloud Computing)

Courses

- First aid
- Human Resource
- PLC
- Cyber Security
- problems solving and decisions making Skills
- Data science and machine learning
- Android Application Programming
- Agile Methodology
- Digital Marketing
- Digital analytic
- The Right Online Presence

Skills & abilities

- Communication
- Leadership
- Troubleshooting and problem-solving
- Network management
- Hardware and software maintenance
- System analysis
- Operating system installation and configuration
- Technical documentation creation
- User technical support
- ITIL4 in IT Service Management

LANGUAGE

- Arabic -Native
- English-Good

References

Available upon request