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| *AREAS OF EXPERTISE*  *Diagnostics*  *System Backup*  *Hardware and Software Installations*  *End User Support*  *New Installations and Support*  *Firewalls / Security*  *Hardware Exposure Problem identification Maintenance*  *Hardware and Software Maintenance*  *PROFESSIONAL*  *Network Administrator*  *Windows Trouble-shooter*  *PERSONAL SKILLS*  *Organisational Problem solving*  *PERSONAL DETAILS*  *Abduselam Omer Mohammed*  *Retaj Residence, Al SADD*  *Telephone : 00974 50516625*  *Email :* [*abeomer@gmail.com*](mailto:abeomer@gmail.com)  Doha, Qatar  *Date Of Birth : 24/08/1986* | *ABDUSELAM OMER MOHAMED*  Network Administrator/  IT tech-support | C:\Users\C660-10T\Desktop\CV related\pic.png |
| PERSONAL SUMMARY  A bright, talented and ambitious IT support technician with a strong technical background who possesses self-discipline and the ability to work with the minimum of supervision. Having exposure to a wide range of technologies & able to play a key role in diagnosing hardware and software problems and to ensure that quality solutions meet business objectives. Possessing a good team spirit, deadline orientated and having the ability to organise and present complex solutions clearly and accurately.  Looking for a suitable IT support technician position with a successful and dynamic company that offers room for progression.  *WORK EXPERIENCE*  ***IT Consultancy Firm – Coventry***  IT SUPPORT TECHNICIAN June 2008 - 2015  Responsible for the installation and maintenance of IT equipment including (but not restricted to) printers, scanners, X-terms and workstations. Supporting customers using remote access technologies and also by visiting client sites.  ***Duties****:*   * Diagnosis of desktop, application, networking and infrastructure issues. * Experience of supporting a wide and varied client base. * Troubleshooting PC’s, laptops and mobile devices. * Providing 1st/2nd line support to users. * Administering the IT department’s policies and procedures. * Installation and support of telecommunication equipment. * Maintaining a log of all problems detected and system back ups. * Responsible for maintaining backups and for project work such as new builds. * Working closely with software suppliers to resolve operational issues. * Responsible for supporting: Windows XP/Vista/Windows 7/ Office 2003 and 2007, Windows Server, Small Business Server 2003/2008, Active Directory management Exchange 2003/2007, Windows Mobile, Backup products, Anti-Virus products, DNS/DHCP, TCP/IP, Ethernet, wireless router and Firewall Configurations. | |

*KEY SKILLS AND COMPETENCIES*

* Excellent customer facing, communication and rapport building skills.
* Experience of Lotus Notes, Linux/Unix, VMware ESXi, Epicor ERP system.
* Thorough understanding of computer and networking concepts.
* Physically fit, able to work in confined spaces, crawl and lift heavy objects.
* Able to prioritize in a complex, fast-paced environment.
* Willing to work on flexible schedules / shifts.

*ACADEMIC QUALIFICATIONS*

* Bachelor of Computer Networking and Hardware Configuration

***Eritrea Institute of Technology 2005 - 2008***

* Diploma in Computer Maintenance

***Saliem Computer School***

* Diploma in Information Technology

***S.M.A.P institute of Technology***

*REFERENCES*

– Available on request.